

**CHIT CHAT BEHAVIORAL HEALTH**  
Price and Specification Guide  
**USA**



# CHIT CHAT **BEHAVIORAL HEALTH** TABLE OF CONTENTS

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## **GENERAL INFORMATION**

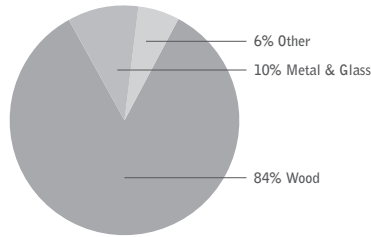
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# CHIT CHAT BEHAVIORAL HEALTH ENVIRONMENTAL SUMMARY

## LEED CI CREDITS



MATERIAL CONTENT:



PRE-CONSUMER  
RECYCLED CONTENT = 81%

POST-CONSUMER  
RECYCLED CONTENT = 3%

		CONTRIBUTES TO
CREDIT 2.1 - 2.2	Construction Waste Management	1-2 point(s)
CREDIT 3.3	Resource Reuse	1 point
CREDIT 4.1	Recycled Content	1 point
CREDIT 4.2	Recycled Content	1 point
CREDIT 4.5	Low Emitting Materials, Systems & Seating	1 point
CREDIT 5.1	Regional Materials*	1 point
CREDIT 7	Certified Wood (MUST BE REQUESTED)	1 point(s)

\*This credit is only applicable if in total 20% of the combined value of the procurement of construction materials and in the furniture are manufactured within a radius of 500 miles. This credit will apply if the installation of the finished product occurs within 500 miles of Kitchener, Ontario.



### level® CERTIFICATION

BIFMA's e3 Furniture Sustainability Standard is a voluntary, multi-attribute standard that measures the degree of sustainability of furniture. This standard evaluates product and company environmental attributes and compliance systems in a wide range of elements which include Materials, Energy & Atmosphere, Human & Ecosystem Health and Social Responsibility. Chit Chat products have earned level®, BIFMA's sustainability certification program for furniture, certification through third-party verification against the e3 standard.

### AIR-EMISSIONS

All Chit Chat products are supplied with air-emissions certified. Contact customer service for information.



### FSC®

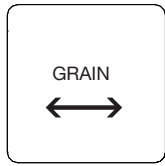
In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified forests and other controlled sources. FSC® is dedicated to the promotion of responsible forest management worldwide helping to take care of forests for future generations. Chit Chat and other Krug products can be specified with FSC® Certification. Contact customer service for further information, pricing and lead times.



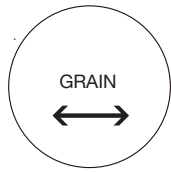
Architects, designers, and building professionals can specify FSC®-certified products in order to achieve a point from the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

# CHIT CHAT BEHAVIORAL HEALTH PRODUCT FEATURES & OPTIONS

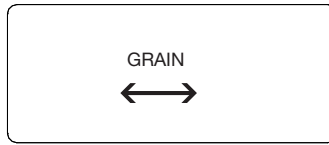
## TOP SHAPE & GRAIN DIRECTION



Square



Round



Rectangle

## EDGE PROFILES



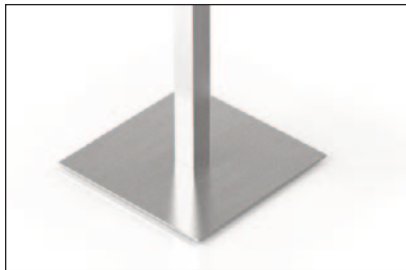
Flat Edge - T



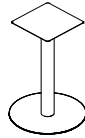
Radius Edge - D

Chit Chat Table tops are 1-1/4" thick and available in two edge profiles. **Note:** Solid Surface is only available in the D Radius edge profile. See Page 643 for color options.

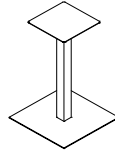
## BASES



Chit Chat Table bases are available in Brushed Stainless Steel, Matte Black or White finishes with tamper resistant non-marring glides.



Cylindrical column with disc base



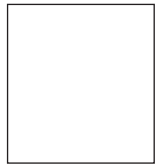
Square column with square base



Brushed Stainless Steel (-13)

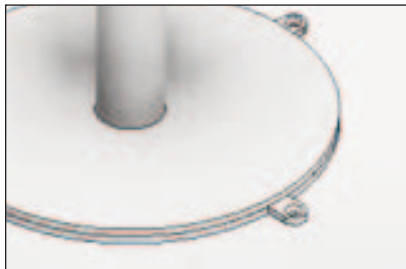


Matte Black (-14)



White (-44)

## FLOOR ANCHOR BRACKETS



Heavy duty tamper-resistant anchor brackets are available to secure the base to the floor.

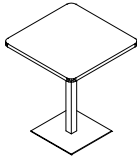
## SUPPLEMENTAL WEIGHT

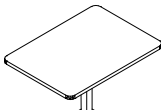
Additional weighting is achieved through steel plating that is fastened to the under side of the base, making it secure and inaccessible. This option increases total shipping weight to 87lbs. Please contact Customer Service for pricing and information.

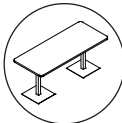
# CHIT CHAT BEHAVIORAL HEALTH DIMENSIONS

Model	Width	Depth	Height	Shipping Weight	Cubes
<b>Table</b>					
Square Table -Rounded Corners					
72612424BH29	24	24	29.5	40	22.25
72613030BH29	30	30	29.5	45	30.5
72613636BH29	36	36	29.5	52	40.25
Rectangular Table -Rounded Corners					
72612330BH29	23	30	29.5	42	18.5
72612430BH29	24	30	29.5	42	18.5
72614630BH29	45.75	30	29.5	59	32.75
72614830BH29	48	30	29.5	85	33.25
72616930BH29	68.75	30	29.5	96	47.25
72617230BH29	72	30	29.5	117	49
Round Table					
720524BH29	24D		29.5	40	15
720530BH29	30D		29.5	45	22
720536BH29	36D		29.5	62	30.25
<b>Bar</b>					
Square Table -Rounded Corners					
72612424BH42	24	24	41.75	45	21.25
72613030BH42	30	30	41.75	50	31
72613636BH42	36	36	41.75	67	42.75
Rectangular Table -Rounded Corners					
72612330BH42	23	30	41.75	47	25.75
72612430BH42	24	30	41.75	47	25.75
72614630BH42	45.75	30	41.75	65	45.25
72614830BH42	48	30	41.75	95	47
72616930BH42	68.75	30	41.75	101	65.75
72617230BH42	72	30	41.75	127	68.5
Round Table					
720524BH42	25D		41.75	45	21.25
720530BH42	30D		41.75	50	31
720536BH42	36D		41.75	67	42.75
<b>Counter</b>					
Square Table -Rounded Corners					
72612424BH36	24	24	36	45	21.25
72613030BH36	30	30	36	50	31
72613636BH36	36	36	36	67	42.75
Rectangular Table -Rounded Corners					
72612330BH36	23	30	36	47	25.75
72612430BH36	24	30	36	47	25.75
72614630BH36	45.75	30	36	65	45.25
72614830BH36	48	30	36	95	47
72616930BH36	68.75	30	36	101	65.75
72617230BH36	72	30	36	127	68.5
Round Table					
720524BH36	25D		36	45	21.25
720530BH36	30D		36	50	31
720536BH36	36D		36	67	42.75
<b>Occasional</b>					
Square Table -Rounded Corners					
72612424BH16	24	24	16	35	10.25
72613030BH16	30	30	16	40	15
72613636BH16	36	36	16	47	20.5
Rectangular Table -Rounded Corners					
72612330BH16	23	30	16	37	12.5
72612430BH16	24	30	16	37	12.5
72614630BH16	45.75	30	16	54	21.75
72614830BH16	48	30	16	75	22.75
72616930BH16	68.75	30	16	91	31.5
72617230BH16	72	30	16	107	32.75
Round Table					
720524BH16	24D		16	35	10.25
720530BH16	30D		16	40	15
720536BH16	36D		16	57	20.5

# CHIT CHAT TABLE

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners  	Square Plate Base						
	72612424BH29SQ	1119	1292	1631	1716	1821	1982
	72613030BH29SQ	1188	1375	1820	1922	2086	2308
	72613636BH29SQ	1319	1535	2311	2452	2700	3029

Rectangular Table, -Rounded Corners  	Square Plate Base						
	72612330BH29SQ	1155	1332	1728	1821	1942	2126
	72612430BH29SQ	1155	1332	1728	1821	1942	2126
	72614630BH29SQ	1655	1933	2647	2791	3048	3384
	72614830BH29SQ	1686	1969	2727	2879	3147	3501
	72616930BH29SQ	1870	2176	3492	3705	4076	4566

	Round Disc Base						
	72612330BH29DB	1186	1355	1757	1850	1975	2156
	72612430BH29DB	1186	1355	1757	1850	1975	2156
	72614630BH29DB	1652	1917	2644	2790	3047	3382
	72614830BH29DB	1686	1955	2725	2875	3145	3498
	72616930BH29DB	1800	2093	3424	3639	4007	4498

### ORDERING NOTES:

Rectangular Chit Chat Tables 46" (45.75) and longer include two bases. Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.

Round Table  	Round Disc Base						
	720524BH29DB	1085	1253	1571	1656	1781	1956
	720530BH29DB	1151	1332	1758	1860	2053	2284
	720536BH29DB	1293	1502	2250	2387	2563	2685

### ORDERING NOTES:

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$406 list** to the pricing above. Example; 720536BH**PA**29DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

### ORDERING PROCEDURE

To order please specify the following:

1. Select model number
2. Select top material
3. Select a color for top
4. Select base finish
5. Select edge profile

### BASE FINISH

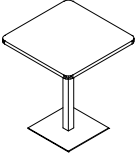
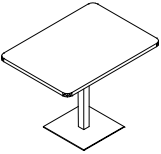
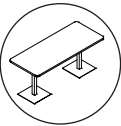
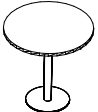
Round Disc Base, Brushed Stainless- DB-13  
 Square Plate Base, Brushed Stainless- SQ-13  
 Round Disc Base, White- DB-44  
 Square Plate Base, White- SQ-44  
 Round Disc Base, Matte Black- DB-14  
 Square Plate Base, Matte Black- SQ-14

### MATERIALS

For a complete list of Solid Surface colors please see Page 643. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see Page 643.

# CHIT CHAT BEHAVIORAL HEALTH BAR

DESCRIPTION/MODEL	Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C	
Square Table, -Rounded Corners  	Square Plate Base						
	72612424BH42SQ	1184	1366	1697	1781	1886	2047
	72613030BH42SQ*	1254	1451	1885	1987	2151	2374
	72613636BH42SQ	1387	1610	2377	2518	2766	3094
Rectangular Table, -Rounded Corners    	Square Plate Base						
	72612330BH42SQ	1201	1387	1774	1865	1989	2172
	72612430BH42SQ	1201	1387	1774	1865	1989	2172
	72614630BH42SQ	1750	2044	2741	2884	3140	3477
	72614830BH42SQ	1779	2081	2821	2971	3240	3593
	72616930BH42SQ	1897	2223	3518	3733	4104	4593
	72617230BH42SQ	1934	2268	3638	3864	4252	4768
	Round Disc Base						
	72612330v42DB	1145	1318	1716	1809	1933	2115
	72612430BH42DB	1145	1318	1716	1809	1933	2115
	72614630BH42DB	1644	1917	2629	2774	3030	3365
	72614830BH42DB	1668	1947	2707	2860	3129	3481
	72616930BH42DB	1783	2088	3407	3623	3992	4483
	72617230BH42DB	1822	2131	3526	3753	4141	4655
<b>ORDERING NOTES:</b>							
Rectangular Chit Chat Tables 46" (45.75) and longer include two bases.							
Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.							
Round Table  	Round Disc Base						
	720524BH42DB	1108	1282	1597	1681	1806	1980
	720530BH42DB	1174	1360	1781	1884	2076	2308
	720536BH42DB*	1316	1530	2279	2416	2591	2713

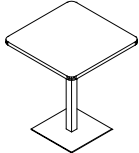
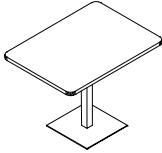
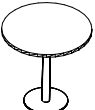
## ORDERING NOTES:

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$406 list** to the pricing above.  
Example; 720536BH**PA**42DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

ORDERING PROCEDURE	BASE FINISH	MATERIALS
To order please specify the following:  1. Select model number 2. Select top material 3. Select a color for top 4. Select base finish 5. Select edge profile	Round Disc Base, Brushed Stainless- DB-13 Square Plate Base, Brushed Stainless- SQ-13 Round Disc Base, White- DB-44 Square Plate Base, White- SQ-44 Round Disc Base, Matte Black- DB-14 Square Plate Base, Matte Black- SQ-14	For a complete list of Solid Surface colors please see Page 643. Solid Surface is only available in the D Radius edge profile.  For a complete list of Laminate colors please see Page 643.

# CHIT CHAT BEHAVIORAL HEALTH COUNTER

DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners  	Square Plate Base						
	72612424BH36SQ	1184	1366	1697	1781	1886	2047
	72613030BH36SQ	1254	1451	1885	1987	2151	2374
	72613636BH36SQ	1387	1610	2377	2518	2766	3094
Rectangular Table, -Rounded Corners  	Square Plate Base						
	72612330BH36SQ	1201	1387	1774	1865	1989	2172
	72612430BH36SQ	1201	1387	1774	1865	1989	2172
	72614630BH36SQ	1750	2044	2741	2884	3140	3477
	72614830BH36SQ	1779	2081	2821	2971	3240	3593
	72616930BH36SQ	1897	2223	3518	3733	4104	4593
	72617230BH36SQ	1934	2268	3638	3864	4252	4768
	Round Disc Base						
	72612330BH36DB	1145	1318	1716	1809	1933	2115
	72612430BH36DB	1145	1318	1716	1809	1933	2115
	72614630BH36DB	1644	1917	2629	2774	3030	3365
	72614830BH36DB	1668	1947	2707	2860	3129	3481
	72616930BH36DB	1783	2088	3407	3623	3992	4483
	72617230BH36DB	1822	2131	3526	3753	4141	4655
Round Table  	Round Disc Base						
	720524BH36DB	1108	1282	1597	1681	1806	1980
	720530BH36DB	1174	1360	1781	1883	2076	2308
	720536BH36DB	1316	1530	2279	2416	2591	2713

**ORDERING NOTES:**

Rectangular Chit Chat Tables 46" (45.75) and longer include two bases.  
Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.

**ORDERING NOTES:**

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$406 list** to the pricing above.  
Example; 720536BH**PA**36DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

**ORDERING PROCEDURE**

To order please specify the following:

1. Select model number
2. Select top material
3. Select a color for top
4. Select base finish
5. Select edge profile

**BASE FINISH**

Round Disc Base, Brushed Stainless- DB-13  
 Square Plate Base, Brushed Stainless- SQ-13  
 Round Disc Base, White- DB-44  
 Square Plate Base, White- SQ-44  
 Round Disc Base, Matte Black- DB-14  
 Square Plate Base, Matte Black- SQ-14

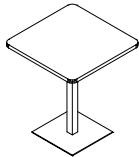
**MATERIALS & FINISHES**

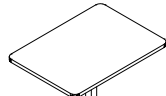
For a complete list of Solid Surface colors please see Page 643. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see Page 643.

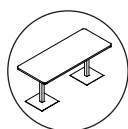
# CHIT CHAT BEHAVIORAL HEALTH | OCCASIONAL

DESCRIPTION/MODEL	Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
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Square Table, -Rounded Corners  	Square Plate Base						
	72612424BH16SQ	1119	1198	1631	1716	1821	1982
	72613030BH16SQ	1188	1375	1820	1922	2086	2308
	72613636BH16SQ	1319	1535	2311	2452	2700	3029


Rectangular Table, -Rounded Corners  	Square Plate Base						
	72612330BH16SQ	1155	1332	1728	1821	1942	2126
	72612430BH16SQ	1155	1332	1728	1821	1942	2126
	72614630BH16SQ	1655	1933	2647	2791	3048	3384
	72614830BH16SQ	1686	1969	2727	2879	3147	3501
	72616930BH16SQ	1804	2090	3427	3640	4011	4501
	72617230BH16SQ	1840	2154	3544	3771	4160	4674

	Round Disc Base						
	72612330BH16DB	1121	1290	1692	1785	1909	2091
	72612430BH16DB	1121	1290	1692	1785	1909	2091
	72614630BH16DB	1587	1852	2579	2725	2982	3316
	72614830BH16DB	1621	1890	2660	2810	3080	3433
	72616930BH16DB	1735	2028	3358	3574	3942	4433
	72617230BH16DB	1775	2074	3478	3703	4091	4607



### ORDERING NOTES:

Rectangular Chit Chat Tables 46" (45.75) and longer include two bases. Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.

Round Table  	Round Disc Base						
	720524BH16DB	1085	1254	1571	1656	1781	1956
	720530BH16DB	1151	1332	1758	1860	2053	2284
	720536BH16DB	1293	1502	2250	2387	2563	2685

### ORDERING NOTES:

To specify Floor Anchor Bracket option, add "PA" to the model number following BH and **\$406 list** to the pricing above.  
Example; 720536BH**PA**16DB

To specify Supplemental Weight option, please contact Customer Service for pricing and information.

### ORDERING PROCEDURE

To order please specify the following:

1. Select model number
2. Select top material
3. Select a color for top
4. Select base finish
5. Select edge profile

### BASE FINISH

Round Disc Base, Brushed Stainless- DB-13  
 Square Plate Base, Brushed Stainless- SQ-13  
 Round Disc Base, White- DB-44  
 Square Plate Base, White- SQ-44  
 Round Disc Base, Matte Black- DB-14  
 Square Plate Base, Matte Black- SQ-14

### MATERIALS & FINISHES

For a complete list of Solid Surface colors please see Page 643. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see Page 643.

## Terms and Conditions

Net 30 days on approved credit. A late payment charge of 1% per month will be applied on overdue invoices. This charge will be pro-rated to the number of days past 30 days that the invoice is overdue. All applicable sales taxes are extra. Distribution of this price list does not in itself constitute an offer to sell. Orders can be received only from authorized Krug dealers. Acceptance of any order and terms of sale may be established at the discretion of Krug. Deposits are required on orders received from new accounts as well as on large or special orders. Krug reserves the right to discontinue designs, or to change designs, construction, prices, or materials without notice.

## Contact Information

Phone: 1.888.578.KRUG (5784) | Fax: 1.519.748.5177

Purchase Order Fax: 1.888.236.4783

Purchase Order E-mail: orders@krug.ca

Web: www.krug.ca E-mail: solutions@krug.ca

## Customer Service Hours

Please note customer service hours are:

8:30 am to 5:00 pm est

## Customer Satisfaction

It is the primary goal of Krug and our staff to ensure the complete satisfaction of our customers with our products and performance. If a problem arises with a Krug product after the expiration of the limited warranty period, Krug will exercise its best efforts to achieve the satisfaction of the customer in a manner that is fair to all concerned.

## Order Acknowledgments

Each order will be acknowledged via e-mail or fax. This acknowledgment is the final agreement between Krug and the customer, superseding all previous communications regarding the purchase order. Where there is a discrepancy on a purchase order between a product code and a description, Krug will make every effort to resolve the discrepancy, but will be ruled by the product code ordered. Please check all acknowledgments for accuracy, and advise Krug of any discrepancies with a purchase order.

## Order Cancellation

Krug reserves the right to not accept or allow cancellation of orders. All products are manufactured on a custom-made, make-to-order basis, and the purchasing, engineering and production of orders begins shortly after order placement - and the customer purchase order is a contract that authorizes Krug to manufacture the products. Acceptance of order cancellation (or partial cancellation) is solely at the discretion of Krug, and is dependent on the extent to which engineering, purchasing and manufacturing has been initiated by the time cancellation is requested. No order cancellations (partial or otherwise) are allowable more than 4 weeks from date of order placement (as order production is unable to be terminated by that point), and full payment of the acknowledged order value is required for any orders cancelled after 4 weeks. Cancellations may be allowable in less than 4 weeks after order placement, depending on the extent to which manufacturing has been initiated. An acceptance of order cancellation requires that the purchaser agrees to make payment for all costs incurred to the point of acceptance of cancellation. Cancellation charges include all costs for purchase of dedicated material and components, engineering costs for non-standard products, and all costs for manufacturing completed to that point, as well as a \$367 net charge for processing of the original order and for processing of cancellation invoicing.

## Pricing

Krug endeavors to ensure that all prices in this price list reflect accurately our current prices. However, errors do occur and will be rectified through notices to the field. Krug reserves the right to acknowledge pricing that may be different from the price list.

## Storage Charges

Krug reserves the right to assess a nominal storage charge if a customer does not accept shipment of an order within a week of the ship date.

## Warranty

Krug warrants the construction and the finish of all our products to be free from defects in materials and workmanship for the lifetime of their use. This warranty is applicable to products in use by their original purchaser. This warranty does not apply to components not manufactured by Krug including textiles, which are subject to the specific warranties of those manufacturers, if any. Textiles (fabric, leather, vinyl, or any other covering material) suppliers do not guarantee their products for durability and color fastness, and nor does Krug. Casters, mechanical and electrical components have a warranty of five years from the date of purchase. The Krug warranty does not apply to COM-specified materials, damage caused by a carrier other than Krug, or variation in wood finishes due to natural wood color variation. Krug cannot be held responsible for variations in fabric dye lots from order to order. All fabric is carefully inspected when it is received, but a degree of variation in color should be expected. Repairs or replacement of any defect covered under this warranty by Krug will be made, at our option and method, at no charge to the original purchaser during the warranty period. Krug's judgement is final and binding with respect to the nature or cause of defects or damage, and the necessity or manner of repair or replacement.

This warranty does not apply to defects or damage resulting from:

- normal wear and tear occurring with the use of the product
- negligence, misuse, excessive use, alteration, improper cleaning or repair
- substitution or use of incorrect or unauthorized components or material
- handling or installation that is incorrect, or that causes damage or defect
- damage incurred by a freight carrier other than Krug
- wearing of finishes and fabrics, and normal variations in materials (including dye lot variations)
- properties of natural materials, including wood and leather
- exposure to environments with uncontrolled temperature and humidity (products must be transported, stored and used in climate-controlled conditions)

Note, specific warranties for components and materials not manufactured by Krug:

**Jordan Sleepers Heavy-Duty Mechanism**, made with heavy gauge steel and minimal moving parts - is backed by a 5-year warranty on the mechanism itself, in addition to the lifetime warranty on the rest of the product. If it does become damaged or degraded, the mechanism can be field-replaced.

**Juno and Trevisa Overbed Tables** have a 2-year warranty.

## Blanket Wrapping

Krug will blanket wrap larger seating orders at customer's request. Please indicate on your purchase order and contact Customer Service.

## Export Packaging

Krug is pleased to provide the option for export packaging on all our products, to provide additional protection from damage. For shipments overseas, a quote for export packaging can be provided, based on the products to be ordered and the delivery destination - please contact Customer Service or Bids & Specification Support for more information and a quotation. KRUG is not responsible for shipment damage occurring on overseas shipments

Export Packaging is STRONGLY RECOMMENDED for:

- (A) all shipments outside of the lower 48 states and Canada.
- (B) all shipments that will be held in storage for an extended period prior to installation.

**Important:** Please note that Krug will not be responsible for damage claims on product shipped or stored in the above conditions but where export packaging has not been utilized.

## Dimensions

Dimensions are in inches and approximate, and subject to change without notice. Contact Customer Service if dimensions are critical.

# GENERAL INFORMATION

## Freight Terms and Conditions

1. All product is shipped FOB the Krug factory. Freight is either pre-paid to the destination or not pre-paid, depending on established customer specific freight terms.

2. Docks at the selected delivery location must be equipped to handle a 53' trailer. If a dock is inadequate for delivery by Krug, Krug will re-deliver to another local location and any additional costs will be charged to the customer.

3. For all deliveries, it is understood that Krug or its agent is making a dock delivery only (equipped to handle a 53' trailer), and any further work of truck unloading, delivery beyond the dock, installation, and removal of packaging is not authorized or paid for by Krug.

4. Drop shipments to the installation site, and timed deliveries, are available on larger shipments (full truckloads or slightly less) at no additional charge. Drop shipments or timed deliveries for smaller shipments may not be available, or if available will require a surcharge. Deliveries on an after hours basis, or on weekends, or any other special requirements, may be subject to a surcharge. Location and contact information, and the requested time of delivery, is required at least one week prior to the acknowledged shipment date. If this information is not provided one week in advance, or if the location or time of the drop shipment is changed less than one week in advance, a surcharge may be applied, and/or the drop shipment may not be scheduled. For deliveries requested Monday to Thursday after 5:00 pm, please apply a surcharge of \$275/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$275/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$551/shipment. (local times).

5. For all deliveries - whether to the Customer location or drop shipment - any circumstances that result in the delay of our carrier (including unsuitable receiving facilities, or facilities not open or available), service charges will be applied at the rate of \$131/hour. Where re-delivery is necessary because of these circumstances, the full cost of re-delivery will be charged. If Less Than Truck Load is delivering, one hour is allocated to unload. Any additional time required to unload after the first hour is \$131/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$131/hour. Direct deliveries to site for large orders are possible, (must exceed \$60,000 net), and accommodate 48 - 53' trailers. Krug is responsible for delivery to the approved delivery address. If an address change is required, this must be authorized by Krug 5 business days prior to ship date. Any additional delivery costs incurred after this time will be charged to the customer.

## Product Strength and Durability Testing

All Krug products have been thoroughly tested, and exceed the testing requirements of ANSI/BIFMA seating standard. Specific test results and documentation are available on request.



## Installation Support

For assistance please contact Technical Support at 1-888-578-5784 x216 or e-mail [installationhelp@krug.ca](mailto:installationhelp@krug.ca) and you will be directed to the appropriate installation support person.

## Damaged Shipments

All Krug product is well engineered, carefully inspected, and expertly loaded onto our trucks at our Distribution Center. If you receive any damaged freight, we ask that you do not refuse the shipment. Krug is not responsible for damage to goods that occurs in transit or

storage. It is the purchaser and/or receiver's responsibility to examine the goods upon receipt and to notify Krug of any damages, overages or shortages. Any discrepancies should be noted on the Bill of Lading. The delivering carrier will not accept responsibility for shortages or damages if signed "clear". Notification of concealed damage claims must be made to Krug Distribution within 5 days of delivery, along with digital pictures if available. All product and packaging must be available for inspection. Krug liability ceases after 5 business days and Krug will not be responsible for concealed damages if shipments are left unopened. Krug is not responsible for the condition of product that is stored or installed in an environment where temperature and humidity are not controlled.

## Field Product Report Authorization

Krug's written authorization, in the form of an FPR number, must be obtained prior to incurring charges of any kind if Krug is expected to pay these charges. This includes authorization for returns, field repairs and replacements, post field repairs, installation and delivery charges. Krug reserves the right to have its representative inspect product related to any request for such authorizations, prior to that authorization being provided. Deductions from invoices paid for any charges to Krug, without prior written authorization in the form of an FPR, will not be accepted. Digital photographs may be required to complete the FPR process.

## Returns

No merchandise may be returned without Krug's prior written consent. In the event of an authorized return, a Field Product Report (FPR) number will be issued, and a restocking charge will apply. Return transportation charges must be prepaid. Unauthorized returns will not be accepted and will be returned freight collect. All merchandise being returned must be properly packaged in its original or comparable replacement packaging to ensure protection of the product during handling and transportation. Returns on orders duplicated by the customer must be received in their original packaging to be accepted. Product being returned where Krug has authorized its liability for replacement or repair will be thoroughly inspected on its return, and the results compared to the reason for the return stated on the FPR. Any discrepancies, such as additional damage, signs of usage, missing parts, etc., will result in an adjustment to the amount of credit issued.

## Custom Capabilities

Over 15% of our orders involve some type of custom work, and we invite our customers to make use of our extensive capabilities.

These include:

- 1) Dimensional customization of standard size products
- 2) Custom finishes
- 3) For larger orders, completely custom-designed products, as well as non-standard wood species can be specified.

Custom orders may require additional production lead times. Contact Engineering at the e-mail address [engquotes@krug.ca](mailto:engquotes@krug.ca).

## Care and Maintenance Leather

Leather is a natural product and requires very little care during use. Most stains can be removed with a clean dry cloth. For stubborn spots and stains, use a mild non-detergent cleaner, rinse well and let air dry naturally. Do not use saddle soap, cleaning solvents, furniture polish, oils, varnish, abrasive cleaners, soaps or ammonia waters.

## Fabric Upholstery

Professional upholstery cleaning is recommended.

## Flammability Standards for Krug Textiles - Upholstery Program

- Passes State of California Technical Bulletin CAL 117-2013

# LAMINATE PROGRAM

## LAMINATES

Krug's in-stock Laminates are available in 17 different laminate selections. Please note that 4 of the colors (Gingerbread, Portobello, Ash and Willow) have textured finishes and may not be appropriate for use in patient areas due to infection control concerns. Minimum order quantities and extended lead times may apply for exotic laminate colors, please check with customer service. Polymer Edge will be selected to match the worksurface. Krug's previous laminate in-stock program will be phased out as in-stock supply depletes. Please contact customer service for availability.

### IN-STOCK LAMINATES

Wood Grain Laminates	High Pressure Laminate Supplier	Textured Wood Grain Laminates	High Pressure Laminate Supplier
Champagne	Tafisa T492CR	Gingerbread	Tafisa T556UR
Hardrock Maple	Formica 86992-58	Portobello	Tafisa T557UR
Dune	Tafisa T491CR	Ash	Tafisa T535AT
Copper	Tafisa T521CR	Willow	Tafisa T543AT
Shiraz Cherry	Tafisa T472CR	<b>Solid Laminates</b>	
Park Avenue Walnut	Wilsonart 7984-38	Designer White	Wilsonart D354-60
Chocolate	Tafisa T498CR	Platinum	Tafisa T202CR
Nutmeg	Tafisa T477CR	Earth	Tafisa T767CR
Nightfall	Pionite WX421	Charcoal	Tafisa T228CR

### PHASE OUT LAMINATES

Almond - Black- Shadows - Edgewood Sycamore - Gunstock Walnut

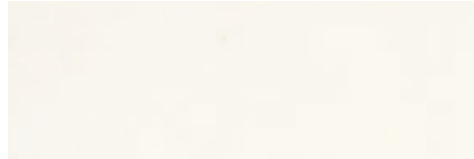
### Non-Stocked Laminates

For specific lead time and application questions, please contact Krug Customer Service for your requirement. Upcharges will be applicable for non-stocked laminates, depending on their cost. Non-stock laminates may require a minimum order quantity, please contact customer service. Stocked polymer edges only can be specified for use with non-stocked laminates or tops will be self-edged.

## SOLID SURFACE PROGRAM

The Solid Surface option provides an enhanced durability, protection and cleanability. It is available in 8 standard colors and is replaceable if it becomes damaged or degraded. See individual products for list upcharge chart.

### GROUP GRADE A - WHITE

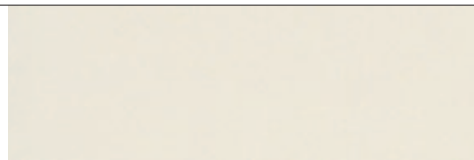


Glacier White

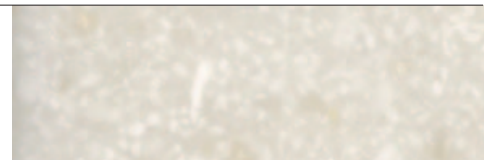


Cameo White

### GROUP GRADE A - COLOR

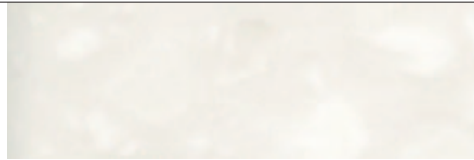


Bisque

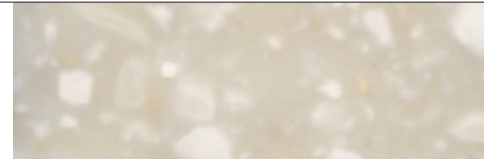


Linen

### GROUP GRADE B

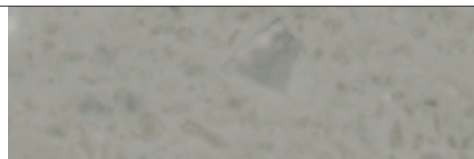


Antarctica

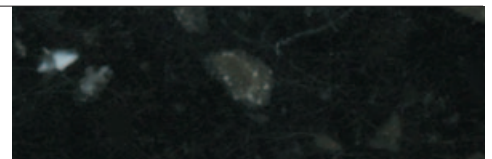


Savannah

### GROUP GRADE C



Dove



Deep Night Sky



All products are air emissions certified and are available as FSC® certified

**krug**