

**CHIT CHAT**  
Price and Specification Guide  
**CANADA**



Effective January 1, 2023

**krug**

Advancing Design Through Innovation

# CHAT TABLES | TABLE OF CONTENTS

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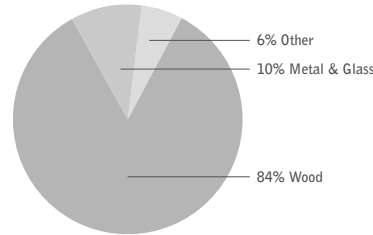
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## LEED CI CREDITS



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. All Chit Chat products can be supplied with level® certification. In order to accomplish this, the product must also be ordered with the air-emissions-certification option. Contact customer service for information and upcharges.



FSC  
www.fsc.org  
FSC® C021699

the mark of responsible forest

### AIR-EMISSIONS

All Chit Chat products can be supplied with air-emissions-certified materials. Contact customer service for information and upcharges.

### FSC®

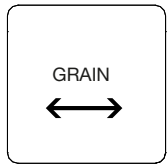
In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It signifies that the growth, harvesting and production of goods are entirely achieved through responsible forestry, which guarantees a healthy supply of forest resources for generations to come. Chit Chat and other Krug products can be specified with one of two types of FSC® Certification: (a) FSC®-certified (which includes FSC®-certified lumber, veneer and substrate material) (b) FSC®-mix certified (which includes substrate material only, and is a lower cost option certification) Contact customer service for further information, pricing and lead times.



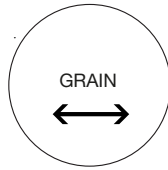
In addition, architects, designers, and building professionals can specify FSC®-certified products in order to achieve a point from the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

# CHIT CHAT | PRODUCT FEATURES & OPTIONS

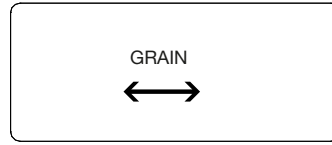
## TOP SHAPE & GRAIN DIRECTION



Square



Round



Rectangle

## EDGE PROFILES



Flat Edge - T



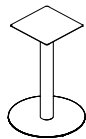
Radius Edge - D

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 11 for color options.

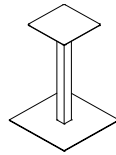
## BASES



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



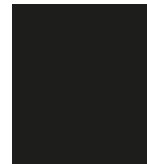
Cylindrical column with disc base



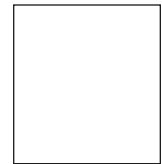
Square column with square base



Brushed Stainless Steel (-13)



Matte Black (-14)

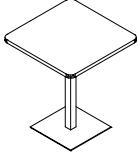


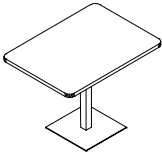
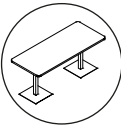
White (-44)

# CHIT CHAT | DIMENSIONS

Model	Width	Depth	Height	Shipping Weight	Cubes
<b>Table</b>					
Square Table -Rounded Corners					
7261242429	24	24	29.5	40	22.25
7261303029	30	30	29.5	45	30.5
7261363629	36	36	29.5	52	40.25
Rectangular Table -Rounded Corners					
7261233029	23	30	29.5	42	18.5
7261243029	24	30	29.5	42	18.5
7261463029	45.75	30	29.5	59	32.75
7261483029	48	30	29.5	85	33.25
7261693029	68.75	30	29.5	96	47.25
7261723029	72	30	29.5	117	49
Round Table					
72052429	24D		29.5	40	15
72053029	30D		29.5	45	22
72053629	36D		29.5	62	30.25
<b>Bar</b>					
Square Table -Rounded Corners					
7261242442	24	24	41.75	45	21.25
7261303042*	30	30	41.75	50	31
7261363642	36	36	41.75	67	42.75
Rectangular Table -Rounded Corners					
7261233042	23	30	41.75	47	25.75
7261243042	24	30	41.75	47	25.75
7261463042	45.75	30	41.75	65	45.25
7261483042	48	30	41.75	95	47
7261693042	68.75	30	41.75	101	65.75
7261723042	72	30	41.75	127	68.5
Round Table					
72052442	25D		41.75	45	21.25
72053042	30D		41.75	50	31
72053642	36D		41.75	67	42.75
<b>Counter</b>					
Square Table -Rounded Corners					
7261242436	24	24	36	45	21.25
7261303036*	30	30	36	50	31
7261363636	36	36	36	67	42.75
Rectangular Table -Rounded Corners					
7261233036	23	30	36	47	25.75
7261243036	24	30	36	47	25.75
7261463036	45.75	30	36	65	45.25
7261483036	48	30	36	95	47
7261693036	68.75	30	36	101	65.75
7261723036	72	30	36	127	68.5
Round Table					
72052436	25D		36	45	21.25
72053036	30D		36	50	31
72053636	36D		36	67	42.75
<b>Occasional</b>					
Square Table -Rounded Corners					
7261242416	24	24	16	35	10.25
7261303016	30	30	16	40	15
7261363616	36	36	16	47	20.5
Rectangular Table -Rounded Corners					
7261233016	23	30	16	37	12.5
7261243016	24	30	16	37	12.5
7261463016	45.75	30	16	54	21.75
7261483016	48	30	16	75	22.75
7261693016	68.75	30	16	91	31.5
7261723016	72	30	16	107	32.75
Round Table					
72052416	24D		16	35	10.25
72053016	30D		16	40	15
72053616	36D		16	57	20.5

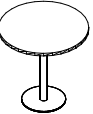
# CHIT CHAT | TABLE

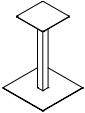
DESCRIPTION/MODEL		Laminate PVC Edge	HPL PVC Edge	Solid Surface top Grade A - White	Solid Surface top Grade A - Color	Solid Surface top Grade B	Solid Surface top Grade C
Square Table, -Rounded Corners  	Square Plate Base						
	7261242429SQ	788	945	1253	1330	1425	1571
	7261303029SQ	851	1020	1424	1517	1665	1867
	7261363629SQ	970	1165	1869	1998	2222	2520

Rectangular Table, -Rounded Corners    	Square Plate Base						
	7261233029SQ	803	964	1323	1408	1518	1684
	7261243029SQ	803	964	1323	1408	1518	1684
	7261463029SQ	1258	1509	2157	2288	2520	2825
	7261483029SQ	1285	1542	2230	2367	2611	2932
	7261693029SQ	1393	1671	2864	3058	3394	3839
	7261723029SQ	1425	1710	2971	3177	3529	3996
	Round Disc Base						
	7261233029DB	773	926	1291	1375	1488	1653
	7261243029DB	773	926	1291	1375	1488	1653
	7261463029DB	1196	1436	2096	2228	2460	2764
	7261483029DB	1226	1470	2169	2305	2550	2870
	7261693029DB	1330	1596	2802	2998	3332	3777
7261723029DB	1366	1638	2911	3115	3467	3935	

**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						
	72052429DB	758	910	1199	1276	1389	1547
	72053029DB	818	981	1368	1460	1636	1845
	72053629DB	946	1136	1814	1939	2098	2209

Model		Price		Shipping Weight	Cubes
Square Plate Base  	72541828	313		39.5	1.3
	72542428	367		60.5	1.6

**ORDERING NOTES:**

A single 18" base can be used with tops up to a maximum of 30 inches.

Round Disc Base  	72141828	281		39.5	1.3
	72142428	345		60.5	1.6

**ORDERING NOTES:**

A single 18" base can be used with tops up to a maximum of 30 inches.

**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

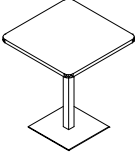
**BASE FINISH**

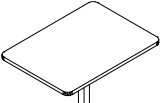
Round Disc Base, Brushed Stainless- DB-13  
 Square Plate Base, Brushed Stainless- SQ-13  
 Round Disc Base, White- DB-44  
 Square Plate Base, White- SQ-44  
 Round Disc Base, Matte Black- DB-14  
 Square Plate Base, Matte Black- SQ-14

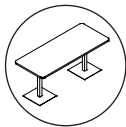
**MATERIALS**

For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see page 179.

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						
	7261242442SQ	830	995	1296	1372	1467	1613
	7261303042SQ*	894	1072	1466	1559	1707	1909
	7261363642SQ	1014	1217	1912	2040	2265	2562

Rectangular Table, -Rounded Corners  	Square Plate Base						
	7261233042SQ	845	1014	1365	1448	1560	1726
	7261243042SQ	845	1014	1365	1448	1560	1726
	7261463042SQ	1343	1610	2242	2372	2604	2910
	7261483042SQ	1370	1643	2315	2451	2695	3015
	7261693042SQ	1477	1773	2947	3142	3479	3922



	Round Disc Base						
	7261233042DB	795	952	1313	1397	1509	1675
	7261243042DB	795	952	1313	1397	1509	1675
	7261463042DB	1247	1495	2140	2272	2504	2808
	7261483042DB	1269	1522	2212	2350	2594	2914
	7261693042DB	1374	1650	2846	3042	3377	3822
	7261723042DB	1409	1689	2955	3160	3512	3979

**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						
	72052442DB	779	936	1221	1298	1411	1569
	72053042DB	839	1007	1389	1481	1657	1867
	72053642DB*	967	1161	1840	1964	2123	2234

Model		Price		Shipping Weight	Cubes
Square Plate Base  	72541841	354		42.5	1.6
	72542441	410		63.5	1.9

**ORDERING NOTES:**

A single 18" base can be used with tops up to a maximum of 30 inches.

Round Disc Base  	72141841	303		42.5	1.6
	72142441	370		63.5	1.9

**ORDERING NOTES:**

A single 18" base can be used with tops up to a maximum of 30 inches.

**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**

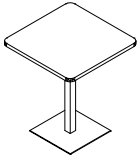
Round Disc Base, Brushed Stainless- DB-13  
 Square Plate Base, Brushed Stainless- SQ-13  
 Round Disc Base, White- DB-44  
 Square Plate Base, White- SQ-44  
 Round Disc Base, Matte Black- DB-14  
 Square Plate Base, Matte Black- SQ-14

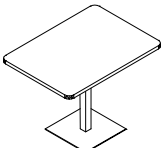
**MATERIALS**

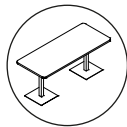
For a complete list of Solid Surface colors please see page 11. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see page 11.

# CHIT CHAT | 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 Plate Base						
	7261242436SQ	830	995	1296	1372	1467	1613
	7261303036SQ*	894	1072	1466	1559	1707	1909
	7261363636SQ	1014	1217	1912	2040	2265	2562

	Square Plate Base						
	7261233036SQ	845	1014	1365	1448	1560	1726
	7261243036SQ	845	1014	1365	1448	1560	1726
	7261463036SQ	1343	1610	2242	2372	2604	2910
	7261483036SQ	1370	1643	2315	2451	2695	3015
	7261693036SQ	1477	1773	2947	3142	3479	3922
	7261723036SQ	1510	1813	3056	3260	3613	4080
	Round Disc Base						
	7261233036DB	795	952	1313	1397	1509	1675
	7261243036DB	795	952	1313	1397	1509	1675
7261463036DB	1247	1495	2140	2272	2504	2808	
7261483036DB	1269	1522	2212	2350	2594	2914	
7261693036DB	1374	1650	2846	3042	3377	3822	
7261723036DB	1409	1689	2955	3160	3512	3979	



### 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 Disc Base						
	72052436DB	779	936	1221	1298	1411	1569
	72053036DB	839	1007	1389	1481	1657	1867
	72053636DB*	967	1161	1840	1964	2123	2234

Model		Price		Shipping Weight	Cubes
	Square Plate Base	72541836	354	41.5	1.4
		72542436	410	62.5	1.7

### ORDERING NOTES:

A single 18" base can be used with tops up to a maximum of 30 inches.

	Round Disc Base	72141836	303	41.5	1.4
		72142436	370	62.5	1.7

### ORDERING NOTES:

A single 18" base can be used with tops up to a maximum of 30 inches.

## 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

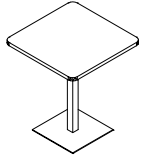
Round Disc Base, Brushed Stainless- DB-13  
 Square Plate Base, Brushed Stainless- SQ-13  
 Round Disc Base, White- DB-44  
 Square Plate Base, White- SQ-44  
 Round Disc Base, Matte Black- DB-14  
 Square Plate Base, Matte Black- SQ-14

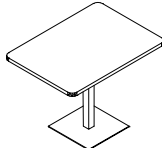
## MATERIALS & FINISHES

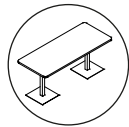
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For a complete list of Laminate colors please see page 11.




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						
	7261242416SQ	788	945	1253	1330	1425	1571
	7261303016SQ	851	1020	1424	1517	1665	1867
	7261363616SQ	970	1165	1869	1998	2222	2520

	Rectangular Table, -Rounded Corners						
	Square Plate Base						
	7261233016SQ	803	964	1323	1408	1518	1684
	7261243016SQ	803	964	1323	1408	1518	1684
	7261463016SQ	1258	1509	2157	2288	2520	2825
	7261483016SQ	1285	1542	2230	2367	2611	2932
	7261693016SQ	1393	1671	2864	3058	3394	3839
	7261723016SQ	1425	1710	2971	3177	3529	3996
	Round Disc Base						
	7261233016DB	773	926	1291	1375	1488	1653
	7261243016DB	773	926	1291	1375	1488	1653
	7261463016DB	1196	1436	2096	2228	2460	2764
	7261483016DB	1226	1470	2169	2305	2550	2870
	7261693016DB	1330	1596	2802	2998	3332	3777
7261723016DB	1366	1638	2911	3115	3467	3935	



**ORDERING NOTES:**

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	Round Table						
	Round Disc Base						
	72052416DB	758	910	1199	1276	1389	1547
	72053016DB	818	981	1368	1460	1636	1845
	72053616DB	946	1136	1814	1939	2098	2209

Model		Price		Shipping Weight	Cubes
	Square Plate Base				
	72541815	313		37	1.1
	72542415	367		58	1.4

**ORDERING NOTES:**

A single 18" base can be used with tops up to a maximum of 30 inches.

	Round Disc Base				
	72141815	281		37	1.1
	72142415	345		58	1.4

**ORDERING NOTES:**

A single 18" base can be used with tops up to a maximum of 30 inches.

**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 11. Solid Surface is only available in the D Radius edge profile.

For a complete list of Laminate colors please see page 11.

# GENERAL INFORMATION

## 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 \$350 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 a period of 10 years from the date of purchase. 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)

## 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.

## Installation Support

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

## 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 wood 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 Customer Service for more 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 \$250/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$250/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$500/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 \$75/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 \$75/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$75/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 Conference products meet or exceed the testing requirements of ANSI/BIFMA X5.5-2014 or X5.9-2012.



## 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.

## Care and Maintenance

**Wood Finishes** - Although Krug's extensive finishing process ensures a durable finish on all our products, there are several steps that can be taken to protect and prolong the life and beauty of the finish. Protect the top by placing felt pads on the bottom of any accessories and mechanical equipment. Rubber and oil will permanently mark surfaces. Use a desk pad to prevent possible damage and imprinting caused by writing instruments and sharp objects. Dust only with a clean, dry cloth, going with the grain. Clean any marks with a damp cloth, using a small quantity of mild soap or detergent. Do not use any wax-based polish, spray or silicone. Eventually, a film will build up and discolor the top. Do not place your furniture in a position of permanent exposure to direct sunlight.

**Plastic Laminates** - Clean plastic laminates with mild soap and warm water. Do not use steel wool, hot water, or any abrasive cleaning product.

## Krug Panel Fabric Program

Tackboards can be upholstered in COM material supplied by the customer, and in a selection of stocked tackboard fabrics supplied by Momentum. The Momentum Panel fabrics are available on Krug Express. They are 100% polyester. For additional information and color selections, please refer to our Panel Fabrics card and Krug's website. [www.krug.ca](http://www.krug.ca) PRODUCTS / FABRICS / PANEL  
The Momentum panel fabrics pass ASTM-E84-87 Fire Codes.  
If memo samples are required please call Momentum at 1-800-366-6839.



## PROGRAM DETAILS

*KrugExpress* orders are ready to ship by the date acknowledged. Delivery and shipping schedules may result in actual shipping of orders at a later date. Statutory holidays and scheduled factory vacations may add to acknowledged lead times of *KrugExpress* orders. Unless otherwise specified on the order, the customer's standard method of shipping Krug products will be utilized.

Available factory capacity for *KrugExpress* is filled by orders received on a "first come, first serve" basis. If the normal *KrugExpress* lead time is not available for your order because available capacity has been filled, you will be immediately advised of the earliest available ready-to-ship date. Please consult your Customer Service representative in advance if you wish to confirm the specific lead time availability for a *KrugExpress* order.

Orders must be received by midnight of a given day for that day to be considered the official day the order is received. Order lead times are acknowledged from the date the order is received, but not including the date the order is received.

*KrugExpress* orders must be "clean" when received in order to be considered officially received on a given day, and lead times will be acknowledged from the date orders are determined to be "clean".

Changes to *KrugExpress* orders are not allowed under any circumstances. Orders for product on *KrugExpress* must clearly state: "*KrugExpress*".

# CHIT CHAT | LAMINATES & SOLID SURFACE

## 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.

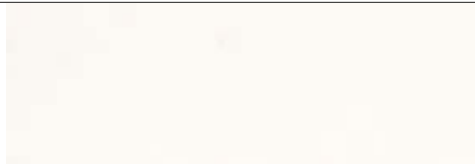
### IN-STOCK LAMINATES

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		
Park Avenue Walnut	Wilsonart 7984-38	<b>Solid Laminates</b>	
Chocolate	Tafisa T498CR	Designer White	Wilsonart D354-60
Nutmeg	Tafisa T477CR	Platinum	Tafisa T202CR
Dark Walnut	Tafisa T469CR	Earth	Tafisa T767CR
		Charcoal	Tafisa T228CR

## SOLID SURFACE

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

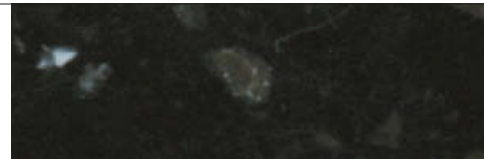


Savannah

### GROUP GRADE C



Dove



Deep Night Sky



FSC  
www.fsc.org  
FSC® C021699

The mark of responsible forestry



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

# krug

solutions@krug.ca | www.krug.ca | 1.888.578.KRUG