### **CHIT CHAT**

Price and Specification Guide GSA GS-03F-084DA



# krug

Advancing Design Through Innovation

### TERMS & CONDITIONS | INFORMATION FOR ORDERING ACTIVITIES

### General Services Administration Federal Supply Schedule

FSC Groups 7110, 7125 Subcategory: Furniture

CONTRACT NUMBER: GS-03F-084DA

CONTRACT PERIOD: April 1, 2016 through March 31, 2026 CONTRACTOR/ ADMINISTRATOR: Mira Jaksic-Husic

Krug Inc.

OLM

421 Manitou Drive

Kitchener, Ontario, Canada Tel: 1-800-265-2796 Fax: 1-800-265-2798

### 1. List of Special Item Numbers on Contract

33721P Packaged Office Furniture w Ancillary Installation Services
 33721 Office Furniture w Ancillary Installation Services
 339113H Healthcare Furniture w Ancillary Installation Services
 OLM Order Level Materials

\$250,000

2. SPECIAL ITEM	MAXIMUM
NUMBER	ORDER
33721P	\$5,000,000
33721	\$250,000
339113H	\$500,000

MINIMUM
ORDER
\$100.00
\$100.00
\$100.00
NA

### 4. Geographic Coverage

48 contiguous States and Washington, DC

### 5. Point of Production

Krug Inc. 421 Manitou Drive Kitchener, Ontario, CANADA N2C 15L

### 6. Discount from List Prices

33721P	Package Office Furniture	Krug	Product	Discounts	As	Below
		GSA	Teaming F	artner Prod	ucts	at their
		Appro	oved GSA	Discount 1	erm	s. Krug
		Install	ation Cha	rge 12.75% (	of Ne	et Order
		(Max.)	. No Charg	e for Proiect N	Mat S	Services.

33721	Office Furniture					
Executive	e Office Furniture	56.6%				
Executive	e Conference Furniture	56.6%				
Tables an	d Accessories	56.6%				
Fully Uph	olstered Lounge Furniture	56.6%				
Multiple S	Seating	56.6%				
Multi-Pur	pose Seating	56.6%				
Stacking	Chairs	56.6%				
Installatio	n Ancillary to these products	12.75% Charge of Net Order (Max.)				
339113H	Healthcare Furniture					
Hospital	Patient Room Furniture	56.6%				
Hospital C	Seriatric Chairs & Lounge Seating	56.6%				
Patient S	ervice Systems	56.6%				
Installatio	n Ancillary to these products	12.75% Charge of Net Order (Max.)				

### 7. Quantity Discounts (off Net pricing)

Multiple Seating, Multipurpose Chairs	e Seating, Stacking
25,001 – 50,000	1%
50,001 – 100,000	2%
100,001 - 150,000	3%
150,001 - 250,000	4%
Lounge Seating, Tables & Acce	
25,000 – 50,000	1%
50,001 – 75,000	2%
75,001 – 100,000	3%
100,001 – 180,000	4%
180,001 – 200,000	5%
200,001 – 250,000	6%

Hosp/Geriatric Chairs and Lounge, Patient Room Furniture, Patient Service Systems

\$100,000 - \$200,000	1%
\$200,000.01 - \$300,000	1.5%
\$300,000.01 - \$400,000	2%
\$400,000.01 - \$500,000	2.5%

Quantity Discounts for Executive Office and Executive Conference are no longer applicable based on the MAS Consolidation revisions to Maximum Order Limits.

### 8. Prompt Payment Terms

Net 30 Days

 Visa and MasterCard are accepted above and below the micro-purchase threshold.

NOTE: No additional discount will be offered on orders placed using credit cards.

### 10. Foreign Items

All items manufactured in Canada.

### 11a. Time of Delivery

60-90 Days ARO for all items.

### 11b. Expedited Delivery

Please contract Krug GSA Customer Service for information on Expedited Delivery/Krug Express Program. 1-800-265-2796

### 11c. Overnight & 2 day Delivery

N/A

### 11d. Urgent Requirements

Please contact Krug for urgent requirements.

### 12. F.O.B. Point

Destination

### 13. Payment Address

Same as above

### TERMS & CONDITIONS I INFORMATION FOR ORDERING ACTIVITIES

#### 14. Warranty

For commercial products, 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. For Krug Healthcare products (as outlined in the US Healthcare price and specification Guide dated March 1, 2019), Krug warrants the construction and finish of all Healthcare 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: Height Adjustable Mechanism Warranty Krug warrants to the original consumer purchaser its Height Adjustable Mechanism that it will be free from defects in material and workmanship. This limited warranty covers material and manufacturing defects, which cause a non-conformance in the function of a table base and is limited to the following products and warranty term determined from their dates of purchase: a) Electronic components such as control boxes, hand switches and motors - two (2) years b) Mechanical components such as crank drives, spindles - five (5) years c) Structural components such as J-channels, feet and top supports - ten (10) years. The start of the warranty period is the documented date of your purchase of the product. The warranty herein is made to and for the benefit of the original consumer purchaser of the product and is non-transferable. If you discover a defect in material or workmanship during the warranty period, and Krug agrees that the defect exists, Krug will, at its option, repair or replace the Product at no charge to you, provided it is returned during the warranty period. In the unlikely event that your product should require repair or replacement during the warranty period, please contact Krug to obtain warranty service. The warranty period on replacement products is the remainder of the warranty on the original product or 30 days, whichever is

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.

### 15. Export Packing Charges

Quoted upon request

### 16. Terms and Conditions of Government Commercial Credit Card

ACCEPTANCE: KRUG will accept the government commercial credit card but will not Offer any additiona discount for orders placed using the credit card

### 17. Term and Conditions of Rental Maintenance and Repair.

### 18. Term and Conditions of Installation

### 19. Term and Conditions of Repair

### 20a. Term and Conditions for any other services

### 20. Service and Distribution points

Call contractor

### 21. Participating Dealers

Call contractor

### 22. Preventative Maintenance

N/A

### 23. Environmental Attributes

Krug maintains a program to reduce the impact on the environment of our products and operations.

### 24. Data Universal Number System (DUNS) number 251476669

### 25. Notification regarding registration in SAM.

Krug Inc.'s registration in SAM is current, accurate and valid.

26 Cage Code: 37310

### CHAT TABLES | TABLE OF CONTENTS

### i TERMS & CONDITIONS

### **PRICE LIST & SPECIFICATION GUIDE**

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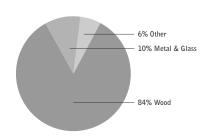
### **GENERAL INFORMATION**

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### **CHIT CHAT | 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)

<sup>\*</sup>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, AIR EMISSIONS AND FSC® CERTIFICATION



### 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**®

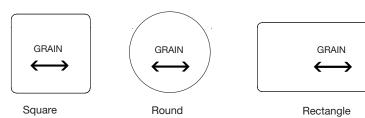
In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified 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 US. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

### **CHIT CHAT | PRODUCT FEATURES & OPTIONS**

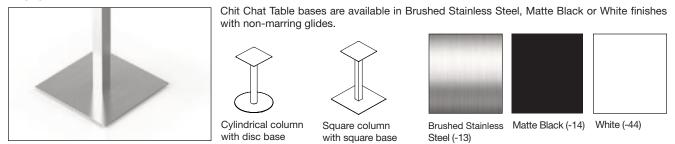
### **TOP SHAPE & GRAIN DIRECTION**



### **EDGE PROFILES**



### **BASES**



### CHIT CHAT | DIMENSIONS

Model	Width	Depth	Height	Shipping Weight	Cubes
Table		= <b>CP</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 Corn	ore				
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
Bar					
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 Corn	ers				
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
Counter					
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 Corn	ers				
7261233036	23	30	36	47	25.75
7261243036	24	30	36	47	25.75
7261463036 7261483036	45.75	30	36	65	45.25
7261463036 7261693036	48 68.75	30 30	36 36	95 101	47 65.75
7261723036	72	30	36	127	68.5
					00.0
Round Table 72052436	250		06	A.F.	01.05
72053036	25D 30D		36 36	45 50	21.25 31
72053636	36D		36	67	42.75
				<del></del>	
Occasional					
Square Table -Rounded Corners	0.1				40.05
7261242416 7261303016	24	24	16	35	10.25
7261363616	30	30	16	40	15
	36	36	16	47	20.5
Rectangular Table -Rounded Corn		00	40	07	10.5
7261233016 7261243016	23	30	16	37	12.5
7261243016 7261463016	24 45.75	30 30	16 16	37 54	12.5 21.75
7261483016 7261483016	45.75 48	30	16	54 75	21.75
7261693016	46 68.75	30	16	75 91	31.5
7261723016	72	30	16	107	32.75
Round Table			. •	101	
72052416	24D		16	35	10.25
72053016	30D		16	40	15
72053616	36D		16	57	20.5

### **CHIT CHAT | TABLE**

DESCRIPTION/MODE	:L	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 7261303029SQ 7261363629SQ	827 893 1018	992 1071 1223	1315 1495 1962	1396 1592 2097	1496 1748 2333	1649 1960 2646
Rectangular Table,	Owner Blate Base						
-Rounded Corners	Square Plate Base 7261233029SQ 7261243029SQ 7261463029SQ 7261483029SQ 7261693029SQ 7261723029SQ  Round Disc Base 7261233029DB 7261243029DB 7261463029DB 7261483029DB 7261693029DB 7261723029DB 7261723029DB 7261723029DB Rectangular Chit Cha					1593 1593 2646 2741 3563 3705 1562 1562 2583 2677 3498 3640 note table sizes 2	1768 1768 2966 3078 4030 4195 1735 1735 2902 3013 3965 4131
w v	/ (68.75) coordinate wit	:h all ∠ola one,	two and th	ree-seat Benches	i.		
Round Table	Round Disc Base 72052429DB 72053029DB 72053629DB	795 858 993	955 1030 1192	1258 1436 1904	1339 1533 2035	1458 1717 2202	1624 1937 2319
Model		Price				Shipping Weight	Cubes
Square Plate Base	72541828 72542428	328 385				39.5 60 .5	1.3 1.6
	ORDERING NOTES: A single 18" base car	n be used with	tops up to	a maximum of 30	inches.		
Round Disc Base	72141828 72142428	295 362				39.5 60 .5	1.3 1.6
	ORDERING NOTES: A single 18" base car	n 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.

### CHIT CHAT | 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 7261242442SQ 7261303042SQ* 7261363642SQ	871 938 1064	1044 1125 1277	1360 1539 2007	1440 1636 2142	1540 1792 2378	1693 2004 2690
Rectangular Table, -Rounded Corners	Square Plate Base 7261233042SQ 7261243042SQ 7261463042SQ 7261483042SQ 7261693042SQ 7261723042SQ Round Disc Base 7261233042DB 7261243042DB 7261483042DB 7261483042DB 7261693042DB 7261723042DB 7261723042DB 7261723042DB 7261723042DB					1638 1638 2734 2829 3652 3793 1584 1584 2629 2723 3545 3687	1812 1812 3055 3165 4118 4284 1758 1758 2948 3059 4013 4177
Round Table	Round Disc Base 72052442DB 72053042DB	817 880	982 1057	1282 1458	1362 1555	1481 1739	1647 1960
J	72053642DB*	1015	1219	1932	2062	2229	2345
Model Square Plate Base	72541841 72542441	371 430				Shipping Weight 42.5 63.5	1.6 1.9
	ORDERING NOTES: A single 18" base can	be used with	tops up to	a maximum of 30	) inches.		
Round Disc Base	72141841 72142441 <b>ORDERING NOTES:</b> A single 18" base can	318 388 be used with	tops up to	a maximum of 30	) inches.	42.5 63.5	1.6 1.9

### **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 Square Table,	Square Plate Base	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
-Rounded Corners	7261242436SQ 7261303036SQ* 7261363636SQ	871 938 1064	1044 1125 1277	1360 1539 2007	1440 1636 2142	1540 1792 2378	1693 2004 2690
Rectangular Table,	Square Plate Base						
-Rounded Corners	7261233036SQ	887	1064	1433	1520	1638	1812
	7261243036SQ	887	1064	1433	1520 2490	1638 2734	1812 3055
	7261463036SQ 7261483036SQ	1410 1438	1690 1725	2354 2430	2490 2573	2829	3055 3165
	7261693036SQ	1550	1861	3094	3299	3652	4118
	7261723036SQ	1585	1903	3208	3423	3793	4284
	Round Disc Base						
	7261233036DB	834	999	1378	1466	1584	1758
	7261243036DB	834 1309	999 1569	1378 2247	1466 2385	1584 2629	1758 2948
	7261463036DB 7261483036DB	1332	1598	2322	2365 2467	2723	2948 3059
	7261693036DB	1442	1732	2988	3194	3545	4013
	7261723036DB	1479	1773	3102	3318	3687	4177
	ORDERING NOTES: Rectangular Chit Chat Please note table sizes					d three-seat Benc	hes.
Round Table	Round Disc Base						
	72052436DB	817	982	1282	1362	1481	1647
	72053036DB	880	1057	1458	1555	1739	1960
	72053636DB*	1015	1219	1932	2062	2229	2345
$\bigcirc$							
Model		Price				Shipping Weight	Cubes
Square Plate Base	72541836	371				41.5	1.4
	72542436	430				62.5	1.7
$\longrightarrow$							
	ORDERING NOTES: A single 18" base can	be used with t	ops up to	a maximum of 30	inches.		
Round Disc Base	72141836	318				41.5	1.4
$\wedge$	72142436	388				62.5	1.7
	ORDERING NOTES: A single 18" base can	be used with t	ops up to	a maximum of 30	inches.		

### **ORDERING PROCEDURE**

To order please specify the following:

- 1. Select model number
- 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.

### CHIT CHAT | OCCASIONAL

DESCRIPTION/MODE	EL	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 7261303016SQ 7261363616SQ	827 893 1018	992 1071 1223	1315 1495 1962	1396 1592 2097	1496 1748 2333	1649 1960 2646
Rectangular Table,	Square Plate Base						
-Rounded Corners	7261233016SQ	843	1012	1389	1478	1593	1768
	7261243016SQ	843	1012	1389	1478	1593	1768
	7261463016SQ	1320	1584	2264	2402	2646	2966
	7261483016SQ	1349 1462	1619 1754	2341 3007	2485 3210	2741 3563	3078 4030
	7261693016SQ 7261723016SQ	1496	1795	3119	3335	3705	4195
	Round Disc Base						
$\checkmark$	7261233016DB	811	972	1355	1443	1562	1735
	7261243016DB	811	972	1355	1443	1562	1735
	7261463016DB	1255	1507	2200	2339	2583	2902
	7261483016DB	1287	1543	2277	2420	2677	3013
	7261693016DB	1396	1675	2942	3147	3498	3965
	7261723016DB	1434	1719	3056	3270	3640	4131
	ORDERING NOTES: Rectangular Chit Cha (68.75) coordinate with					note table sizes	23", 46" & 69"
Round Table	Round Disc Base	705	055	1258	1220	1/50	1624



Round Disc Base						
72052416DB	795	955	1258	1339	1458	1624
72053016DB	858	1030	1436	1533	1717	1937
72053616DB	993	1192	1904	2035	2202	2319

Model		Price	Shipping Weight	Cubes
Square Plate Base	72541815 72542415	328 385	37 58	1.1 1.4
	ORDERING NOTE A single 18" base of			
Round Disc Base	72141815 72142415	295 362	37 58	1.1 1.4
$\Leftrightarrow$	ORDERING NOTE			

### 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

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

### **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 acknowledgments 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.

### 9 | USA | CONFERENCE | CHIT CHAT

#### Warrantv

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 COMspecified 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 climatecontrolled 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.

### 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 \$262/shipment. For deliveries requested Monday to Friday before 7:00 am, please apply a surcharge of \$262/shipment. For deliveries requested Friday (after 3:00 pm) or weekends, please apply a surcharge of \$525/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 \$78/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 \$78/hour. If a Truck Load is delivering the order, three hours is allocated to unload. Any additional time required to unload is \$78/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 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**

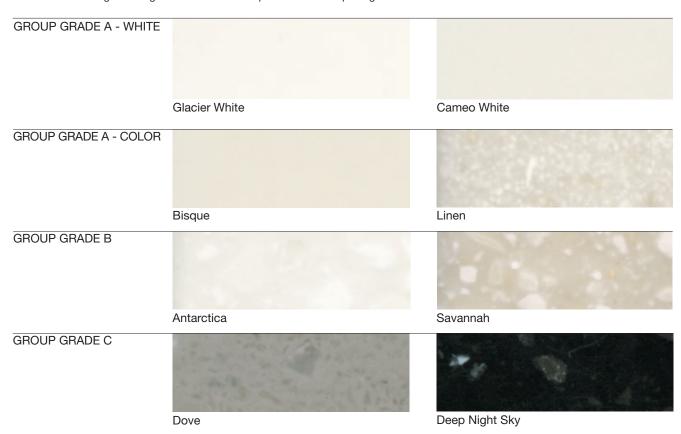
Krug's in-stock Laminates are available in 17 different laminate selections. Please note that 4 of the colors (Gingerbread, Portobello, Ash and Willow) have textured finishes and may not be appropriate for use in patient areas due to infection control concerns. Minimum order quantities and extended lead 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**

<b>Wood Grain Laminates</b>	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	Solid Laminates		
Park Avenue Walnut	Wilsonart 7984-38	Solid Laminates		
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.















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

