

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.
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

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

3. SPECIAL ITEM NUMBER	MINIMUM ORDER
33721P	\$100.00
33721	\$100.00
339113H	\$100.00
OLM	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 Partner Products at their
Approved GSA Discount Terms. Krug
Installation Charge 12.75% of Net Order
(Max.). No Charge for Project Mgt Services.

33721 Office Furniture	56.6%
Executive Office Furniture	56.6%
Executive Conference Furniture	56.6%
Tables and Accessories	56.6%
Fully Upholstered Lounge Furniture	56.6%
Multiple Seating	56.6%
Multi-Purpose Seating	56.6%
Stacking Chairs	56.6%
Installation Ancillary to these products	12.75% Charge of Net Order (Max.)

339113H Healthcare Furniture	
Hospital Patient Room Furniture	56.6%
Hospital Geriatric Chairs & Lounge Seating	56.6%
Patient Service Systems	56.6%
Installation Ancillary to these products	12.75% Charge of Net Order (Max.)

7. Quantity Discounts (off Net pricing)

Multiple Seating, Multipurpose Seating, Stacking
Chairs

25,001 – 50,000	1%
50,001 – 100,000	2%
100,001 – 150,000	3%
150,001 – 250,000	4%

Lounge Seating, Tables & Accessories

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

9. 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 contact 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 | 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 longer.

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 additional discount for orders placed using the credit card

17. Term and Conditions of Rental Maintenance and Repair.

N/A

18. Term and Conditions of Installation

N/A

19. Term and Conditions of Repair

N/A

20a. Term and Conditions for any other services

N/A

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.

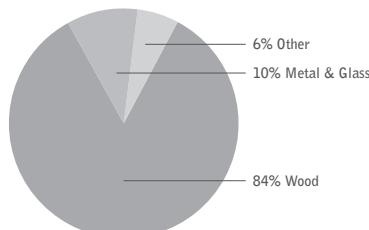
Krug Inc.'s registration in SAM is current, accurate and valid.

26 Cage Code: 37310

CHIT CHAT TABLES | TABLE OF CONTENTS

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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)

*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.

AIR-EMISSIONS

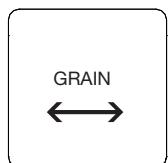
All Chit Chat products can be supplied with air-emissions-certified materials. Contact customer service for information and upcharges.

FSC®

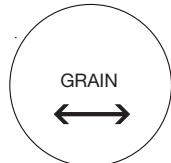
FSC® In 2005, Krug received Forest Stewardship Council® (FSC®) Chain-of-Custody certification for our manufacturing facilities. The FSC® Chain-of-Custody tracks certified wood from seedling to final sale. It verifies that the material for our FSC® certified products only come from well-managed, FSC®-certified 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..



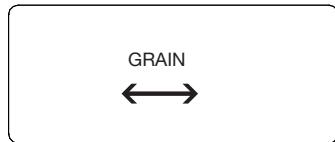
In addition, architects, designers, and building professionals can specify FSC®-certified products in order to achieve a point from the US. Green Building Council's Leadership in Energy and Environmental Design (LEED) Rating System.

CHIT CHAT | PRODUCT FEATURES & OPTIONS**TOP SHAPE & GRAIN DIRECTION**

Square



Round



Rectangle

EDGE PROFILES

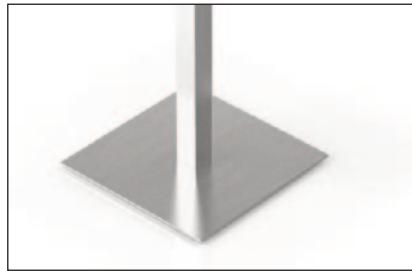
Flat Edge - T



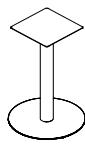
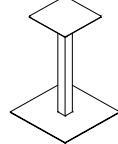
Radius Edge - D

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 348 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 baseSquare column
with square baseBrushed Stainless
Steel (-13)

Matte Black (-14)



White (-44)

CHIT CHAT | DIMENSIONS

Model	Width	Depth	Height	Shipping Weight	Cubes
Table					
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
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 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
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 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
Occasional					
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	911	1093	1449	1538	1648	1817
	7261303029SQ	983	1180	1647	1754	1926	2160
Rectangular Table, -Rounded Corners	7261363629SQ	1121	1348	2163	2311	2571	2916
	Square Plate Base						
	7261233029SQ	929	1115	1530	1628	1755	1948
	7261243029SQ	929	1115	1530	1628	1755	1948
	7261463029SQ	1455	1746	2495	2648	2916	3269
	7261483029SQ	1486	1783	2580	2739	3021	3392
	7261693029SQ	1611	1933	3314	3538	3928	4442
	7261723029SQ	1648	1978	3437	3676	4084	4624
	Round Disc Base						
	7261233029DB	893	1071	1493	1590	1722	1912

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	875	1052	1386	1475	1606	1790
	72053029DB	945	1135	1582	1689	1892	2134
	72053629DB	1094	1313	2098	2242	2427	2555

Model	Price	Shipping Weight	Cubes
Square Plate Base	72541828 72542428	361 424	39.5 60 .5
			1.3 1.6

ORDERING NOTES:

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

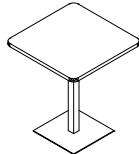
Round Disc Base	324	39.5	1.3
	72142428	399	60 .5

ORDERING NOTES:

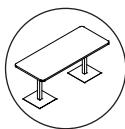
A single 18" base can be used with tops up to a maximum of 30 inches.

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 348. 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	959	1150	1499	1587	1697	1865
	7261303042SQ*	1033	1240	1695	1802	1975	2209



Rectangular Table, -Rounded Corners	Square Plate Base						
	7261233042SQ	977	1172	1579	1675	1804	1997
	7261243042SQ	977	1172	1579	1675	1804	1997
Rectangular Table, -Rounded Corners	7261463042SQ	1554	1862	2594	2744	3013	3367
	7261483042SQ	1584	1901	2678	2836	3118	3489
	7261693042SQ	1708	2051	3410	3636	4025	4539
	7261723042SQ	1747	2097	3536	3773	4181	4722
	Round Disc Base						
	7261233042DB	918	1100	1518	1615	1746	1937
	7261243042DB	918	1100	1518	1615	1746	1937
	7261463042DB	1442	1729	2476	2629	2898	3249
	7261483042DB	1467	1760	2559	2719	3001	3371
	7261693042DB	1589	1908	3293	3520	3908	4423
	7261723042DB	1629	1954	3419	3657	4064	4604

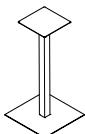
**ORDERING NOTES:**

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.

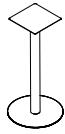
Round Table	Round Disc Base						
	72052442DB	899	1082	1413	1501	1632	1815
	72053042DB	970	1164	1606	1713	1916	2160
	72053642DB*	1118	1342	2129	2273	2457	2585

Model	Price	Shipping Weight	Cubes
Square Plate Base	72541841 72542441	408 473	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	349 427	42.5 63.5	1.6 1.9

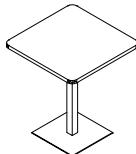
**ORDERING NOTES:**

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

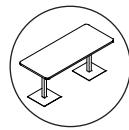
ORDERING PROCEDURE	BASE FINISH	MATERIALS
<p>To order please specify the following:</p> <ol style="list-style-type: none"> 1. Select model number 2. Select top material 3. Select a color for top 4. Select base finish 5. Select edge profile 	<p>Round Disc Base, Brushed Stainless- DB-13 Square Plate Base, 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</p>	<p>For a complete list of Solid Surface colors please see page 348. Solid Surface is only available in the D Radius edge profile.</p> <p>For a complete list of Laminate colors please see page 363.</p>

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 Table, -Rounded Corners	Square Plate Base						
	7261242436SQ	959	1150	1499	1587	1697	1865
	7261303036SQ*	1033	1240	1695	1802	1975	2209



Rectangular Table, -Rounded Corners	Square Plate Base						
	7261233036SQ	977	1172	1579	1675	1804	1997
	7261243036SQ	977	1172	1579	1675	1804	1997
Rectangular Table, -Rounded Corners	7261463036SQ	1554	1862	2594	2744	3013	3367
	7261483036SQ	1584	1901	2678	2836	3118	3489
	7261693036SQ	1708	2051	3410	3636	4025	4539
	7261723036SQ	1747	2097	3536	3773	4181	4722
	Round Disc Base						
	7261233036DB	918	1100	1518	1615	1746	1937
	7261243036DB	918	1100	1518	1615	1746	1937
	7261463036DB	1442	1729	2476	2629	2898	3249
	7261483036DB	1467	1760	2559	2719	3001	3371
	7261693036DB	1589	1908	3293	3520	3908	4423
	7261723036DB	1629	1954	3419	3657	4064	4604

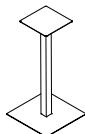
**ORDERING NOTES:**

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Please note table sizes 23", 46" & 69" (68.75) coordinate with all Zola one, two and three-seat Benches.

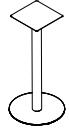
Round Table	Round Disc Base						
	72052436DB	899	1082	1413	1501	1632	1815
	72053036DB	970	1164	1606	1713	1916	2160
	72053636DB*	1118	1342	2129	2273	2457	2585

Model	Price	Shipping Weight	Cubes
Square Plate Base	72541836 72542436	408 473	41.5 62.5
			1.4 1.7

**ORDERING NOTES:**

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

Round Disc Base	349	41.5	1.4
	72142436	427	62.5

**ORDERING NOTES:**

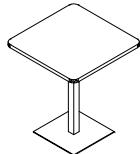
A single 18" base can be used with tops up to a maximum of 30 inches.

ORDERING PROCEDURE	BASE FINISH	MATERIALS & FINISHES
<p>To order please specify the following:</p> <ol style="list-style-type: none"> 1. Select model number 2. Select top material 3. Select a color for top 4. Select base finish 5. Select edge profile 	<p>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</p>	<p>For a complete list of Solid Surface colors please see page 348. Solid Surface is only available in the D Radius edge profile.</p> <p>For a complete list of Laminate colors please see page 363.</p>

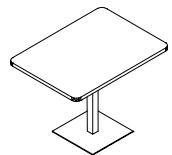
CHIT CHAT | OCCASIONAL

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 7261242416SQ 7261303016SQ 7261363616SQ	911 983 1121	1093 1180 1348	1449 1647 2163	1538 1754 2311	1648 1926 2571	1817 2160 2916
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Rectangular Table, -Rounded Corners	Square Plate Base 7261233016SQ 7261243016SQ 7261463016SQ 7261483016SQ 7261693016SQ 7261723016SQ	929 929 1455 1486 1611 1648	1115 1115 1746 1783 1933 1978	1530 1530 2495 2580 3314 3437	1628 1628 2648 2739 3538 3676	1755 1755 2916 3021 3928 4084	1948 1948 3269 3392 4442 4624
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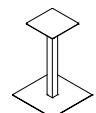
**ORDERING NOTES:**

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 72052416DB 72053016DB 72053616DB	875 945 1094	1052 1135 1313	1386 1582 2098	1475 1689 2242	1606 1892 2427	1790 2134 2555
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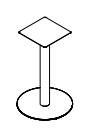


Model	Price	Shipping Weight	Cubes
Square Plate Base 72541815 72542415	361 424	37 58	1.1 1.4

**ORDERING NOTES:**

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

Round Disc Base 72141815 72142415	324 399	37 58	1.1 1.4
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**ORDERING NOTES:**

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

ORDERING PROCEDURE	BASE FINISH	MATERIALS & FINISHES
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 348. Solid Surface is only available in the D Radius edge profile. For a complete list of Laminate colors please see page 363.

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.

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.

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 \$125/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 \$125/hour. If a Truck Load is delivering the order, three hours are allocated to unload. Any additional time required to unload is \$125/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".

SOLID SURFACE

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

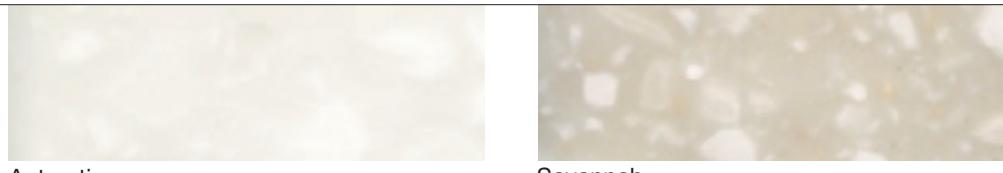
GROUP GRADE A - COLOR



Bisque

Linen

GROUP GRADE B



Antarctica

Savannah

GROUP GRADE C



Dove

Deep Night Sky



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

krug

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