SPENCE

Price and Specification Guide

GSA

GS-03F-084DA

krug

Advancing Design Through Innovation

Effective January 1, 2026

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

Schedule Title: Multiple Award Schedule (MAS)

FSC Groups: Furniture & Furnishings

FSC Class(es)/ Product Code(s): 7125 (Office Furniture) and 7110 (Healthcare Furniture)

Contract Number: GS-03F-084DA

Contract Period: April 1, 2016 through March 31, 2031

Company:

Krug Inc.

421 Manitou Drive

Kitchener, Ontario, Canada

Tel: 1-800-265-2796

Fax: 1-800-265-2798

Website: www.krug.ca

Contract Administrator:
Mira Jaksic-Husic
888-578-5784 x243
mjaksic@krug.ca

Business Size: Other

CUSTOMER INFORMATION

1a Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices:

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

1b Refer to price lists for details

1c Not applicable

2. Maximum order:

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

3. Minimum order: Minimum order size is $100.00 net Government Purchase price.

4. Geographic coverage (delivery area): 48 contiguous States and Washington, DC

5. Points of production:

Krug Inc.
421 Manitou Drive
Kitchener, Ontario, Canada
N2C 1L5

6. Discount from list prices or statement of net price:

- 33721P Package Office Furniture Krug Product Discounts as Below GSA Teaming Partner Products at their approved GSA Discount Terms. Krug installation Charge 24% of Net Order (Max.).

- 33721 Office Furniture
  - 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 24% 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 24% 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:

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

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%

8. Prompt payment terms: Net 30 Days
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items: All items manufactured in Canada.

10a. Time of delivery: 60-90 Days ARO for all items.

10b. Expedited delivery: Please contract Krug GSA Customer Service for information on Expedited Delivery/Krug Express Program. 1-800-265-2796.

10c. Overnight and 2-day delivery: N/A

10d. Urgent Requirements: Please contact Krug for urgent requirements.

11. F.O.B point(s):

FOB Destination (“Destination” is the shipment delivery address on the purchase order), for Destination in lower 48 states and District of Columbia. Shipments to other locations are subject to additional charges. Orders under $2000 list will incur a freight charge of 5% (or a minimum $75 net charge).

12a. Ordering address:

Krug Inc.

421 Manitou Drive, Kitchener, Ontario,

Canada, N2C 1L5

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address:
Krug Inc.
421 Manitou Drive
Kitchener, Ontario, Canada
N2C 1L5

14. Warranty provision:

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), 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 rental, maintenance, and repair: Not Applicable

17. Terms and conditions of installation:
    Maximum Order Amount: $250,000
    Installation services over $250,000 will be quoted on a project-by-project basis. Please note purchase orders for service only will not be accepted

    Installation Percentage Rate: Not to exceed 24% of the net product price, per project, inclusive of IFF. Any increase in installation over this amount is due to extraordinary circumstances and will be reviewed and approved by the GSA Contracting Officer prior to order submission. Standard installation rates set forth are based upon the following terms and conditions:
    - Installation services are customer approved per the bill of materials and specifications
    - Inside deliver, uncrating, assembly and installation of furniture
    - Removal of all debris from premises to customer provided repository
    - Installation occurs during normal weekday business hours, Monday through Friday, from 8am to 5pm local time, excluding weekends and holidays
    - Installers will perform a final walk-through inspection to note any warranty work or parts needed
    - The installation area must not be hindered by other trades. Customer is responsible for providing job ready site, and area free of debris and unloading, moving, storing and staging products during the installation time frame
    - Necessary electric, accessible elevators and docks are provided by the customer at no charge
    - Any work requiring the installation of data/telecommunications or a licensed electrician will be the responsibility of the customer

    Conditions that may affect the overall installation rate:
    - Union labor and/or prevailing wage rates, overtime, holiday and weekend hourly rates
    - Restricted access to building, including but not limited to security clearance, job site requirements, escorts, etc.
    - Additional personnel costs such as obtaining permits, identification cards, etc.
    - Engaging a US Citizen driver with proper documentation for transportation requirements

- Nonstandard working conditions and restrictions such as stair carry, limited elevator access, dock restrictions, truck or trailer size restrictions, etc.
- Conflicts, scheduling limitations or delivery changes caused by customer, other contractors, other trades, rush delivery, building delays, etc.
- Site preparation
- Removal or disposal of existing products
- Product storage
- Installation outside of a 50-mile radius of the servicing dealer
- Installation in a clinical/medical environment

Additional charges shall be quoted on a project-by-project basis by an authorized Krug's dealer and approved by the customer prior to performance of work.

18a. Terms and conditions of repair parts: Not Applicable

18b. Terms and conditions for any other services:

Below is a list of potential charges that could occur at the order level. These items must be listed as separate line items on the purchase order (Open Market), and will be invoiced separately:

- Required palletization
- Engaging a US Citizen driver with proper documentation for transportation requirements
- Restricted access to docks, lift gate requirements, specific size truck clearance, etc.
- Delivery refusal or storage request

Please contact Krug, or a participating dealer for additional details and specific charges.

19. List of service and distribution points: Please contact Krug

20. List of participating dealers: Please contact Krug

21. Preventive maintenance: Not Applicable

22a. Special attributes: Krug maintains a program to reduce the impact on the environment of our products and operations.

22b. Section 508 compliance: Not Applicable

23. Unique Entity Identifier (UEI) number: MMX4LER4NNM6

24. Notification regarding registration in System for Award Management (SAM) database: Krug Inc.'s registration in SAM is current, accurate and valid.

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11 *KrugExpress*
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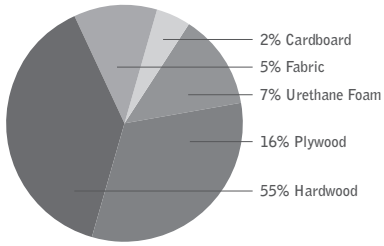
LEED CI CREDITS

MATERIAL CONTENT:



PRE-CONSUMER
RECYCLED CONTENT = .45%

POST-CONSUMER
RECYCLED CONTENT = 17.27%

Up to 18.18% of this Spence product is recyclable at the end of its useful life.

	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 4.5	Low Emitting Materials,	
	Systems & Seating	1 point
CREDIT 5.1	Regional Materials*	1 point
CREDIT 7	Certified Wood (MUST BE REQUESTED)	1 point(s)

level® CERTIFICATION, AIR EMISSIONS AND FSC® CERTIFICATION

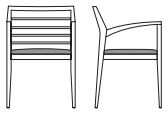
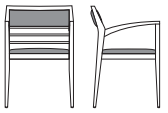
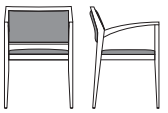
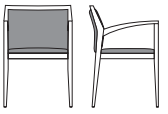
level® CERTIFICATION
BIFMA's e3 Furniture Sustainability Standard is a voluntary, multi-attribute standard that measures the degree of sustainability of furniture. This standard evaluates product and company environmental attributes and compliance systems in a wide range of elements which include Materials,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

AIR EMISSIONS
All Spence products are supplied 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. Spence 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.

SPENCE

DESCRIPTION/MODEL	WOOD FINISH	COM 1	2	COL 3	FABRIC GRADES 4	5	6	7	LEATHER 8	9
 Slat Back 1400	Oak	1251	1319	1412	1502	1610	1727	1849	2004	2111
	Cherry, Maple, Walnut, Medium Anigre	1401	1473	1561	1651	1754	1875	1997	2147	2252
 Slat & Upholstered Back 1401	Oak	1290	1361	1455	1546	1660	1781	1900	2065	2215
	Cherry, Maple, Walnut, Medium Anigre	1440	1517	1610	1701	1809	1930	2056	2212	2364
 Split Upholstered Back 1402	Oak	1313	1382	1481	1578	1689	1815	1938	2106	2294
	Cherry, Maple, Walnut, Medium Anigre	1471	1546	1636	1735	1845	1964	2096	2253	2443
 Full Upholstered Back 1403	Oak	1325	1402	1494	1590	1703	1832	1959	2121	2350
	Cherry, Maple, Walnut, Medium Anigre	1481	1559	1660	1750	1860	1987	2116	2273	2504

Spence chairs feature a floor-saver nylon glide to specify optional glides add upcharge from the chart below and clearly mark on the purchase order. Please see page 343 for more information.

OPTION UPCHARGES	$ LIST		$ LIST
Removable Seat Cover	84	Metal Glides	26
Ganging Bracket	84	Plastic Glides	8
CAL 133 & Moisture Barrier (per yard)	67	Floor Saver Felt Glides	30

DIMENSIONS & COM REQUIREMENTS

	Overall Width	Overall Depth	Overall Height	Seat Height	Height of Arms from Floor	Width between Arms	Seat Depth	Shipping Weight	Cube	COM Yardage
1400	22	24	33	18	27	18	20	21	13	0.7
1401	22	24	33	18	27	18	20	22	13	1.0
1402	22	24	33	18	27	18	20	22	13	1.25
1403	22	24	33	18	27	18	20	23	13	1.5

ORDERING PROCEDURE
To order please specify the following:

1. Krug product model number
2. Select a finish for the chair frame
3. Select a textile or leather

Dimensions are in inches and approximate. Contact Customer Service if dimensions are critical.

STANDARD FINISHES
Chair frames are available in Oak, Cherry, Maple, Walnut, Medium Anigre finishes. Please see page 341 for finish color selection and clearly mark on your purchase order.

GANGING
Ganging is optional on all wood arm and side chairs at an upcharge of **$84 list** per chair. Please specify at time of order.

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 $385 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)

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

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

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

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

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

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.

GENERAL INFORMATION

Freight Terms and Conditions

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

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

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

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

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

Product Strength and Durability Testing

All management seating meets or exceeds the testing requirements of ANSI/BIFMA X5.1-2011. All lounge seating meets or exceeds the testing requirements of FNAE-80-214A. Specific test results and documentation are available on request.

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 field repairs and replacements, installation and delivery charges. Krug reserves the right to have its representative inspect product related to any request for such authorizations, prior to that authorization being provided. Deductions from invoices paid for any charges to Krug, without prior written authorization in the form of an FPR, will not be accepted. Digital photographs may be required to complete the FPR process.

Returns

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

Custom Capabilities

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

These include:

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

Custom orders may require additional production lead times. Contact Engineering at the e-mail address engquotes@krug.ca.

Care and Maintenance Leather

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

Fabric Upholstery

Professional upholstery cleaning is recommended.

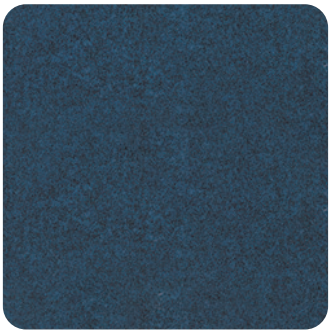
Flammability Standards for Krug Fabric Program

- Passes State of California Technical Bulletin CAL 117-2013

Krug Textiles - Stocked Fabric Program

Grade 1

ARLO


308 MIDNIGHT

306 PETROL

908 CHARCOAL

93 SEAL

601 PEARL

84 NUTMEG

62 OATMEAL

90 LIMESTONE

FRANKLIN

47 CAMEL

3009 MIDNIGHT

67 FAWN

97 CINDER

94 METAL

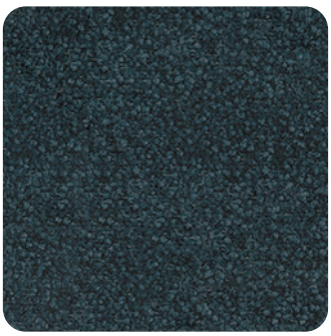
909 BLACK

9004 CHARCOAL

308 PETROL

108 ORCHID

COMRADE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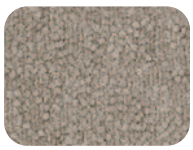
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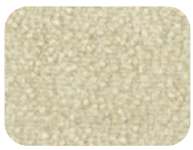
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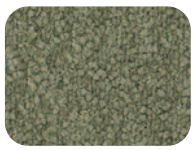
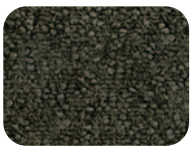

24 ALPINE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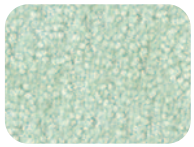
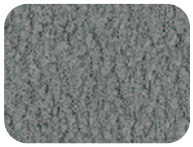
601 SNOW

57 MARIGOLD


31 DUCK EGG

FELICITY

601 IVORY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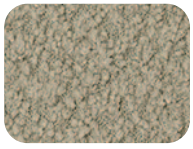
603 TAUPE

93 COAL

405 HENNA


64 PUTTY

62 FAWN

36 BLUEBERRY

KRUG TEXTILES - UPHOLSTERY FABRICS

Krug Textiles - Stocked Fabric Program

Grade 2

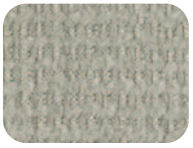
GRADDY

25 CAPER

31 SKY

604 FLAX

901 CHAR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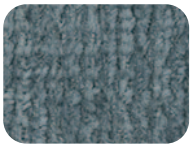
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84 TEAK

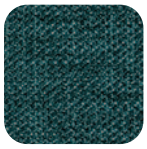
98 NICKLE

YATES

84 BIRCH

44 CLAY

87 TAUPE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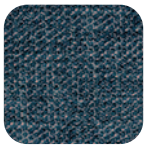
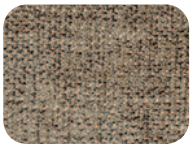

305 INDIGO

109 CRANBERRY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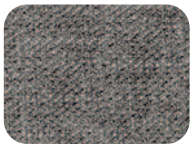
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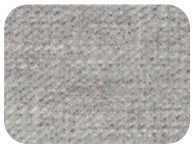

91 SILVER

908 CHARCOAL

MCCOY

608 TUNDRA

601 CREME

908 CHARCOAL

62 COPPER

108 CORDOVAN

32 ROBIN'S EGG

94 MERCURY

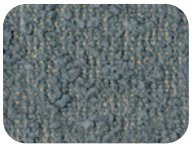
84 BARK

ORIS

908 DOMINO

604 BARK

601 CREAM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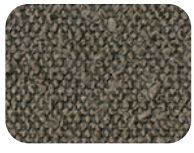
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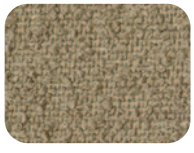
305 MIDNIGHT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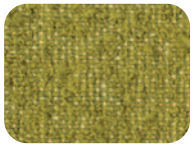
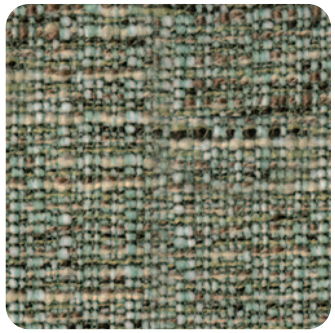

205 CHARTREUSE

Krug Textiles - Stocked Fabric Program

Grade 3

MORITZ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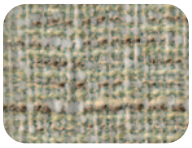
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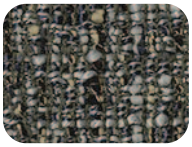
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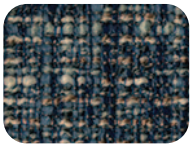
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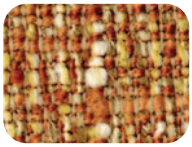
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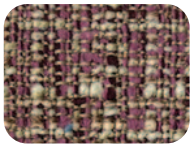
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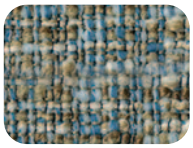
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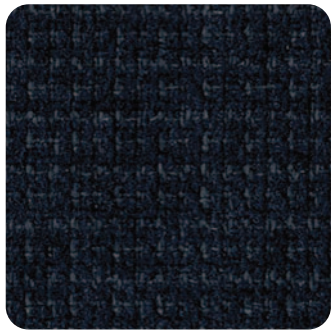
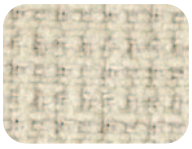
31 AEGEAN

LORENZO


306 INDIGO

24 ALPINE

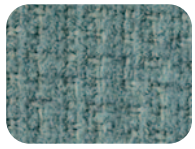

601 CREAM

64 LINEN

106 HENNA

91 FLANNEL

604 STUCCO


32 MIST

BISCOTTI

302 CAPRI

45 SPICE

61 DESERT

91 GRANITE

INTRIGUE

601 OYSTER

27 OLIVE

805 PECAN

4003 OCHRE

608 STUCCO

908 CHARCOAL

605 STRAW

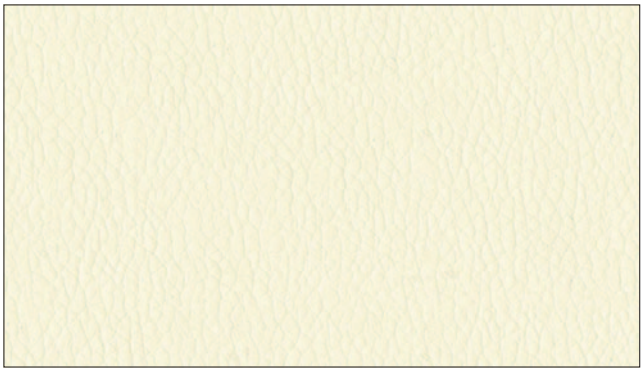
3009 MIDNIGHT

KRUG TEXTILES - UPHOLSTERY FABRICS

Krug Textiles - Faux Leather Program - Grade 2

White
FL3822

Cream
FL6003


Vanilla
FL0061

Parchment
FL0605

Sandstone
FL0608

Taupe
FL3948

Mocha
FL0808

Tan
FL0802

Chestnut
FL0087

Bisque
FL0805

Chocolate
FL8020

Black
FL9009

Earth
FL0084

Brick
FL0011

Wine
FL0108

Garnet
FL0017

Rust
FL0014

Citron
FL0054

Sprig
FL0205

Chinchilla
FL6009

Steel
FL0905

Grey
FL9003

Lagoon
FL0037

Pacific Blue
FL3003

Navy
FL3006

Plum
FL1009

Krug Textiles - Leather Program - Grade 8

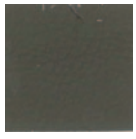
Please contact Customer Service for specific information on leathers, available colors and lead times.

Black
K13.1000

Stone
K13.3000

Sand
K13.5000

Espresso
K13.8000


Graphite
K13.4000

White
K13.9000

Krug Textiles - Cut fabric NET price per yard

Grade 1	$23
Grade 2	$35
Grade 3	$48

LATEX FREE
Krug products are made with latex-free materials to prevent the allergic reaction that latex causes in some people.

Customer's Own Material (COM/COL)
COM/COL must be received three weeks prior to the acknowledged ship date. Orders with COM/COL not received by the required deadline will be delayed. A description of the upholstery cover, including supplier name, pattern name, upholstery cover name and color number must be included with the purchase order.
COM/COL testing requires 3 business days and samples are to be directed to Customer Service. The customer has the option of providing the sample COM/COL before, at time of order, or once the sample COM/COL is received. If the customer does not send a sample for approval in advance of sending actual material, Krug will not be responsible for the cost of any upholstery cover or other material that it determines to be unsuitable for the product or our process.
When the COM/COL upholstery cover is received at Krug, it must be clearly identified with the upholstery cover name and color, and tagged with name of the Krug customer and purchase order number. Krug will inspect all COM/COL upholstery covers when received to determine if it will be suitable for upholstery. Where Krug feels that the upholstery cover or leather specified will compromise the quality or integrity of our products, customers will be contacted to direct these concerns. Further, Krug reserves the right to refuse to accept and use any COM upholstery covers or leathers that will compromise our products in any way that is unacceptable to Krug. Krug cannot assume responsibility for the durability or tailoring quality of customer's own material.
Yardage specified in this price guide is approximate. In the case of multiple product orders, multiply the number of items by the COM yardage specified to determine upholstery cover required, unless otherwise indicated. Additional yardage may be needed if the material is less than 54" wide, or patterned or striped and requires matching. All COMs are cut "up the roll" unless otherwise stated by the customer. All striped upholstery covers will be applied vertically unless otherwise stated by the customer and after approval by Krug. Krug will not be responsible for directional or positional problems with its application of COM material, unless it has been provided with explicit instructions by the customer. Special instructions should be sent to Krug Customer Service, including a sample (or photocopy) of the upholstery cover. Krug is not responsible for instructions sent with the upholstery cover rolls, or for the method of upholstery if no instructions have been provided.
Price increases and freight charges to COM/COL acquired on the customer's behalf will be passed onto the customer.

Application of Directional Upholstery cover
Some COM upholstery covers will be considered directional by Krug even though they are not considered directional by the supplier. All COMs are automatically cut "up the roll" unless otherwise stated by the customer (please see below).

Standard-Cut
"up the roll"

Non-Standard-Cut
across the roll "railroad"

COM/COL Shipping Procedures
For seating COM/COL upholstery covers, please send upholstery covers to:
Krug Inc.
111 Ahrens Street
Kitchener, Ontario
Canada N2H 4C2
Attention: RECEIVER
COM/COL orders cannot be scheduled into production until the upholstery cover has arrived and inspection is complete.

All packages must be clearly marked
"**For Customs Clearance by Willson International Custom Brokers**".

According to the North American Free Trade Agreement (NAFTA), goods shipped between the United States and Canada can qualify for exemption from all duties, or for a reduction in duties, if the goods can be proven to originate in either the United States, Canada or Mexico.
Canada Customs requires that a NAFTA Certificate of Origin and a Commercial Invoice be completed and sent with the upholstery cover shipment. The Commercial Invoice must clearly state the description of the upholstery cover, the selling price, the make-up or content, and the purchaser. The absence of these two documents will delay the shipments at the U.S./Canada border, thereby potentially delaying the customer order. If the total value of the shipment is less than $1200 U.S., Customs will accept a Low Value Statement of Origin in place of the NAFTA Certificate of Origin. The Low Value Statement must be signed by a representative of the exporting company. This statement may either be included on the commercial invoice or attached to the invoice. Krug is happy to answer any questions or concerns about COM/COL shipping procedures and the required documents.

CAL 133 & Moisture Barrier
California Technical Bulletin 133 is a flammability test for seating. Krug offers a compliance method which, in combination with non-flammable upholstery covers, may enable the products to meet certification requirements for this test. This process at the same time also provides the products with a Moisture Barrier - a treatment that helps to prevent the passage of liquids and moisture to inside of upholstered components - thereby conferring sanitary and anti-infection benefits. So when CAL 133 is specified, the product also automatically has a Moisture Barrier, and when a Moisture Barrier is specified, the product also features the compliance method and low flammability features of CAL 133.
The application of this upcharge and the compliance method does not mean that the specific configuration of product and upholstery cover are tested and officially certified as being CAL 133 compliant. If official certification is required, Krug will provide this (through an independent certified testing laboratory) at a charge of $962 per item, plus the cost of the product to be tested. Lead time for certification testing is typically 4-8 weeks. Krug assumes no responsibility for the testing of our products in combination with upholstery covers, or for the results of any testing conducted. Some specific configurations of product and upholstery have already been tested. Please contact Customer Service for additional information.

C.O.L. Yardage
To calculate C.O.L. yardage required, please use the following conversions based on COM yardage: Leather must be ordered in square footage.
- 17 square feet in a yard
- Approx. 3 yards in a hide
- Approx. 51 square feet in a hide
- Please use grade 3 pricing for COL

Upholstery Cover Yardage Calculation
To calculate yardage required for COM and other non-standard upholstery cover orders, please contact Krug Customer Service at 1.888.578.5784. Unless otherwise stated, upholstery cover rolls are assumed to be a minimum 54" wide. Please use the guide below to calculate the percentage of extra upholstery cover required to cover large repeats. The repeat is calculated by adding both the vertical and horizontal measurements together and then referring to the chart below for extra yardage required.

FABRIC	Plain	2"-14" Repeat	15"-19" Repeat	20"-27" Repeat	28"-36" Repeat
54	0%	10%	15%	20%	25%
53-50	16%	20%	25%	30%	35%
48	16%	25%	30%	35%	40%
45	40%	50%	55%	60%	65%
36	50%	60%	65%	70%	75%

GRADED-IN UPHOLSTERY PROGRAMS

Krug has partnered with several textile brands to grade in their offerings, designed to provide a wide range of upholstery selections for our seating products.

Upholstery pricing and availability is subject to change without notice. We grade this upholstery according to the pricing of the fabric suppliers - when their pricing changes, the Krug grade may change.

When placing an order, a Krug customer must specify the complete upholstery number, along with the appropriate Krug model number and finish. Krug will supply the complete product at the prices listed. Orders specifying graded-in upholstery cannot be cancelled once the upholstery has been ordered.

Upholstery Grades
To determine the price of a product for graded-in upholstery, use the reference lists located on Krug's website under - Products - Textiles, to view the upholstery grade (1-9). Krug is not responsible for the discontinuation of this upholstery. Please contact Customer Service for information on upholstery not listed.

When two upholstery selections are specified for use on seating, the higher grade upholstery price will apply to the order.

High Performance upholstery; Polyurethane, Vinyl or Crypton, is particularly suitable for healthcare and other intensive-use environments.

Upholstery Samples
If you require additional samples or memos for presentation, please contact fabric supplier directly.

Flammability Standards
- Tunnel Test Surface Ratings Class A rating
- Class 1 UFAC
- Passes State of California Technical Bulletin CAL 117-2013

Please contact fabric supplier directly for further flammability information pertaining to specific upholstery.

Special Conditions
Acknowledgments will give the estimated delivery date of the finished product. Some upholstery is imported, and availability may affect estimated delivery time. For large projects, please contact fabric supplier directly for availability of yardage.

KRUG EXPRESS PROGRAM

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*".

COM and graded-in upholstery is available on Krug Express. Orders are scheduled on Krug Express, and given the best available date, when the upholstery is received at Krug. Some conditions apply.

SEATING & OCCASIONAL TABLES PROGRAM

Orders for seating products on the *KrugExpress* program may be subject to quantity maximums. Please contact Krug Customer Service for more information.

Quantity maximums are dependent upon available capacity, in order to insure that we ship all orders on time.
Please note that the CAL 133 option is not available on *KrugExpress.*

Only standard wood finishes are available for *KrugExpress* orders. Laminates are not available on *KrugExpress.*

Krug Express includes all Krug seating and occasional tables as well as Krug conference and casegood products to complement this seating offering.

WOOD FINISHES

Standard wood finishes are:

Finishes on Beech
Appalachian Cherry
American Cherry
Imperial Cherry
Light Cherry
Medium Cherry
Natural Cherry
Sable Cherry
Standard Cherry
Light Oak
Harvest Oak
Mahogany
Mellow Oak
Espresso
Cordovan Walnut
Natural Walnut
Regular Walnut
SilverGrey on Walnut
Dark Walnut
Clear Beech
Medium Anigre

Finishes on Maple
Clear Maple
Honey Maple
Wheat Maple

WOOD FINISHES TO MATCH STANDARD LAMINATES
Willow on Beech
Copper on Beech
Shiraz Cherry on Beech
Park Avenue Walnut on Beech
Chocolate on Beech
Nutmeg on Beech
Portobello on Beech
Ash on Beech
Dune on Maple

NATURAL CHARACTERISTICS OF WOOD

Wood is a natural product with inherent color variations that will never be fully mitigated by the finishing process. Please anticipate variation in colors within a single unit, from piece to piece, and from Krug wood finish samples. If a very close match is required, a sample must be provided with the order and an upcharge will apply. Exact color matches are not possible.

Custom Wood Finishes
Add 10% list to your order for special finishes, minimum upcharge is $630 list per finish per order. (For example, on all orders up to $6300 list, an upcharge of $630 will apply, on orders $6300 and up add 10% list to your order.)

Special finish upcharges on seating products are calculated on a grade 1 value. For orders with special finishes, a sample that is a minimum 3” by 3” must be received with the order. Special finishes may add additional lead time to production schedules. Since wood is a natural product, some variations in grain, color and stain acceptance will occur. In our finishing processes, we try to minimize variations, but some variation between samples and finished goods should be anticipated.

Dual Finishes
Add 10% list per item if specifying dual finish.

Standard Wood Finishes
No upcharge will be applied when specifying a finish available as standard on one species onto maple seating and occasional tables. Clear finishes are not available on other species since they are a clear finish on top of the natural veneer color.

krug

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

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