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# TERMS

## PRICING

All prices shown are list and are F.O.B. factory. Effective price lists supersede any and all prices previously quoted and are subject to change. Jasper Chair will only honor pricing from an effective price list or a valid written quote.

## FREIGHT ESTIMATES

Freight estimates are approximated costs and are subject to change within 30 days of a written quote. Please contact our Customer Service for confirmed or revised pricing.

## ORDERS

All orders must clearly state the quantity, model number, wood species, finish selection, fabric selection if applicable, expected delivery date, and shipping address to be entered. It is the responsibility of the company placing the order to supply Jasper Chair with all the necessary information. We accept no liability for an incomplete order. Incomplete orders cannot be entered and cannot be scheduled into production until all the necessary information is received. If you place an order with Jasper Chair and do not receive an order acknowledgment within five business days, please contact the factory.

## ACKNOWLEDGMENTS

Order acknowledgments are sent the same day the order is entered. Please review the acknowledgment and contact the factory within 48 hours of receipt if corrections are necessary. Later changes will be subject to factory approval and possible charges depending on the status of the order. Orders being processed in two weeks or less will not be allowed to change after the order is entered.

## ORDER AMENDMENTS

Amendments to an entered order must be done in writing. There may be charges assessed depending on the status of the order.

## CANCELLATIONS

Cancellation of an order must be done in writing. There may be charges assessed depending on the status of the order. Orders specifying a custom finish may not be canceled once the finish process is underway.

## SHIPMENTS

Jasper Chair will select a quality carrier with the best possible freight rate unless a carrier has been specified in writing on the order. If a dealer selects the carrier, Jasper Chair cannot be held liable for any damages that occur to said shipment.

## FREIGHT CLAIMS

All shipments are delivered to the carrier in good condition and our liability ceases thereafter. Please inspect all shipments upon receipt and note any shortages or damages on the bill of lading. If the shipment arrives damaged or short, and Jasper Chair has chosen the carrier, you must notify the factory within 7 days of receipt of the shipment. However, if the carrier is one of your own choosing, you should file a claim immediately with the carrier. Failure to file a claim within 7 days after receipt of the shipment constitutes acceptance and a waiver of any possible claim.

## RETURNS & REPAIRS

All returns must be factory authorized and must be shipped freight prepaid. Any shipment returned unauthorized or freight collect will be refused. Upon receipt of the returned product, Jasper Chair will determine whether the product is defective. Liability for defective products is limited to repair or replacement. There will be no credit issued for returned product.

## REPLACEMENT PARTS

Please contact your factory service person for help and pricing concerning replacement parts.

## WARRANTY

Each piece of furniture manufactured by Jasper Chair is warranted to the original purchaser to be free from defects in material or those resulting from workmanship for a period of five years. All swivel controls, glides, casters, and fabrics are warranted by their respective manufacturers based on their conditions. This warranty does not apply to damage resulting from misuse or accident. Warranty claims must be in writing and Jasper Chair will determine whether to repair or replace the defective product.

## CARE & MAINTENANCE

Periodic inspections should be made to determine if the wood surface is soiled. If so, clean using a mild household cleaner and damp cloth. The wood finish is resistant to body oils and perspiration, but should be cleaned when a soiled condition is noticeable.

Should ink, lead, or paint soil the wood finish, immediately refer to the manufacturer's recommendations for cleaning from a varnish or a painted surface.

If the surface becomes scratched, use a touch-up material compatible with varnish. Do not use any lacquer type materials, as this will cause the finish to lift or blister.

When the upholstery fabric becomes soiled, use a name brand fabric cleaner or shampoo as per the manufacturer's instructions. Should the fabric be soiled with ink, lead, or paint, immediately refer to the manufacturer's recommendations to remove.

Chair frame maintenance requires periodic inspections of the joints, especially the back post to side rail joint. Check to be sure all screws

are tight and if any screws have become loosened; tighten. Should any part of the chair frame develop a crack or break, immediately remove the chair from use and contact a qualified furniture repair person or contact the factory for assistance.

Wood is greatly affected by moisture or more importantly the lack of moisture. The best relative humidity ranges between 35 to 45 percent at 70 to 80 degrees Fahrenheit. If your building's relative humidity level is below 35 percent, a system that adds moisture into the air needs to be employed. The worst time of year for moisture related troubles is during the winter as heating systems extract moisture from the air. Chairs with solid wood seats are very sensitive to drops in humidity. The solid wood chair seat will be the first part of the chair to show signs of lack of moisture and develop small end grain checks or splits. Should this occur, please check to see if the relative humidity level in your building is at the proper level.

Should any unusual problem occur, contact the factory or a factory representative for assistance.