

## General Ordering Information

The information in this price list replaces all information in prior price lists, catalog pages and swatchcards.

**Phone Orders** - Falcon accepts phone orders as a service to our customers. We do require that a purchase order marked "CONFIRMATION" follow immediately. Duplicate orders not marked "CONFIRMATION" are the responsibility of the customer.

**Acknowledgements** - Customer must notify Falcon immediately of any discrepancy between purchase order and acknowledgement; otherwise Falcon can accept no responsibility for manufacturing errors. Please use the Falcon control number when inquiring about your order.

**Quotations** - All Quotations by factory or representatives are for 60 days, unless extended in writing.

**Prices** - Prices are per unit unless otherwise noted. Prices may change without prior notice. All prices are F.O.B. factory.

**Match-up Orders** - If an order is to match a previous shipment, it must be clearly stated on the order. Please supply original invoice number and date. Periodically materials are discontinued by our suppliers and requested materials cannot be supplied, customer will be notified.

**Manufacturing** - Periodically we make changes to existing product designs in order to improve the general construction of our product. In this event, product may vary slightly from catalog photography.

**Samples** - We make an effort to fill all sample orders promptly. Samples are supplied on firm orders only; must be paid for, and cannot be returned for credit.

## Shipping Information

More than one item may be packed together for shipment and may be noted in the price list. Falcon reserves the right to change quantity packed without notice. The quantity packed is independent from price. **Minimum Shipping Order Charge** - Orders less than \$1000 net, an \$80 net charge will apply.

We offer three easy ways to handle freight charges:

### 1. Falcon Delivered Freight Program -

All prices herein are for standard product. F.O.B. Factory, freight allowed pricing is listed. F.O.B. Factory, freight allowed pricing is valid for deliveries within the Continental United States. For International, Alaska or Hawaii freight costs please contact Falcon customer service at 800-873-3252. Falcon reserves the right to use its carrier of choice for all F.O.B. Factory, freight allowed orders. Normal delivery is on a dock to dock basis. Special requests such as inside delivery, "call before", etc. should be noted on the customer's purchase order and are subject to additional charges.

### 2. Customer Designated Carrier -

For customers electing to use their own designated carrier, a 3% discount will be applied to list pricing. Freight terms are F.O.B. factory.

### 3. Customer Pick Ups -

For customers wishing to pick up orders at our dock, a 3% discount will be applied to list pricing. Customers will be notified when product is ready. Pick up must be made promptly; any orders held longer than 7 days will incur storage charges.

## Freight Claims

All of our shipments are F.O.B. factory. While we will do everything possible to ensure your order arrives in good condition and on time, we cannot be held responsible for freight damage or delays.

**When you receive an order, please follow these few simple steps:**

1. Thoroughly inspect all incoming orders
2. If an item has been freight damaged, it is important to note the damage on the delivery receipt.
3. Call the carrier immediately to request and inspection and freight claim instructions.
4. Claims for concealed damage must be filed with the carrier within five days of receipt.
5. If a shipment is received undamaged but is not what you ordered, call Falcon within five days or receipt.

**Please note:** Refusal to accept an order from the carrier does not relieve you of responsibility for payment, and may incur additional charges.

## Terms and Conditions

**Terms** - Net 30 from date of shipment, subject to credit department approval. There will be a service charge of 1<sup>1</sup>/<sub>2</sub>% per month on all invoices past due. In the event Seller must use any collection agency, attorney or courts to effect collection, Purchaser agrees to pay all reasonable and actual collection agency fees, attorney fees and court costs.

**New Accounts** - Initial orders under \$1,000 require full amount in advance. Orders over \$1,000 require 50% deposit to release for production. Please send full credit information and references, and allow time for Credit Department approval.

**Taxes** - Falcon requires a State Resale/Exemption Certificate on file in our main office. Sales made without a resale/exemption certificate will be charged the appropriate sales tax as required by law.

**Shipments on Hold** - Any shipment placed on hold, either by customer's request or due to balances owed, will be manufactured per the originally scheduled ship date. Storage charges will begin to accrue 7 days from that date.

Any manufactured order held by our factory over 30 days will be billed and must be promptly paid even though shipment is held at factory at dealer's request. Any charges incurred by Falcon for C.O.D. fees, inside delivery, etc. will be invoiced to the customer.

**Cancellations/Changes** - Orders may not be cancelled or changed without the written consent of Falcon, such consent may be withheld, granted or granted subject to conditions, service charges and/or price changes, in Falcon's sole discretion. Refunds of customer's deposits shall not be granted in any circumstances.

## Standard Warranty

The original purchaser of Falcon-built furniture is protected against defective workmanship for a period of one year from the date of shipment. Warranty on products not manufactured by Falcon (including without limitation upholstery material) is not covered by Falcon; but is governed solely by the guarantees or warranties, if any, of the manufacturer. Falcon will accept no responsibility for the durability of Customer's-Own-Material (C.O.M.).

WE WILL REPLACE OR REPAIR DEFECTIVE FURNITURE COVERED BY THIS WARRANTY DURING THE ABOVE STATED PERIODS, PROVIDED THE CUSTOMER NOTIFIES FALCON WITHIN 30 DAYS OF THE DISCOVERY OF A DEFECT AND THE FURNITURE OR DEFECTIVE PORTION IS RETURNED PROMPTLY AS DIRECTED, CHARGES PREPAID. IN NO EVENT SHALL LIABILITY UNDER THIS WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF DEFECTIVE FURNITURE.

Immediate written notification is required and instructions will be sent to you covering the return. MERCHANDISE RETURNED WITHOUT WRITTEN NOTIFICATION WILL BE REFUSED. No deductions for repairs in field will be allowed without specific written authorization. This warranty does not apply to furniture damaged by accident, abuse, neglect, or misuse, nor does it apply if repairs are attempted by purchaser or by anyone other than an authorized Falcon employee at a Falcon factory.

This warranty replaces all other warranties, expressed or implied, and we neither assume nor authorize any person to assume for us any other obligation of liability in connection with our furniture.

No salesperson or representative has the authority to change or alter any provisions or prices as noted on these pages.

NOTE: Warranty may be voided if proper maintenance procedures are not followed. See Care and Maintenance on page 5.

## Extended Warranty

Some products may have an extended warranty. Refer to information at the beginning of each section to determine if extended warranty applies.

**Care and Maintenance**

Periodic maintenance is necessary, the same as for other equipment, to insure long-term durability and customer satisfaction. NOTE: Warranty may be voided if proper maintenance procedures are not followed. Users of our product should be advised of the following:

**Adjustments** - We recommend that the product be examined every sixty (60) days for loose screws, missing glides, cracked or broken welds, loose rails, loose joints, loose seat pads, broken casters, cracked laminate and splintered wood.

To prevent the product from becoming unstable:

- Loose screws should be tightened as required
- Cracked or broken welds, loose rails and loose joints should be repaired immediately
- Missing glides or broken casters should be replaced immediately
- Columns should be seated properly on the hub of the base

To avoid tears and lacerations:

- All protruding screws, nails, etc. should be removed
- Chipped or cracked laminate should be repaired or
- Wood splinters should be cut-off, sanded smooth and refinished

Wood products should not be subjected to extreme temperatures or moisture.

NOTE: Merchandise requiring adjustments, or showing any signs of structural failure, should be taken out of service immediately, until the required adjustments are completed.

**Flip Top Bases** - Do not slam the top and base together. Do not over tighten handle screws. Periodically check mechanism for waste build-up and clean if necessary.

**Folding Tables** - Tables with wood edges or over 30" X 60" long should be set-up and stored by two (2) or more persons. Avoid dragging tables across uneven or carpeted floors and do not transport by pulling or lifting on the modesty panel. Do not drop, rack or bounce on the top surfaces or edges of table. Periodically check the folding mechanism for waste build-up and clean if necessary. Avoid putting oil or grease on the plastic components.

**Wood Finishes** - Coat wood with a hard paste wax every three to four months during the first year of use. After the first year, application can be less frequent. To clean: Use a liquid cleaner-wax polish combination. Do not use abrasive household solvents. To repair scratches, use a wax repair stick. Water spills on the surface should be wiped off immediately.

**Metal Finishes**

**Designer Plated** - Remove dirt and fingerprints with a non-abrasive glass cleaner or damp cloth. Apply furniture polish once every six (6) months to maintain surface.

**Smooth Powder Coats** - Wipe with a damp cloth. For stubborn stains and grease marks, use soap and water. If chipped, touch-up paint should be applied to prevent further chipping.

**Wrinkle, Textured Powder Coat & Hammertone** - Remove smudges by wiping with a damp cloth. Brush the surface with a soft bristled dry brush to remove dirt.

**Polypropylene Shells** - Clean with warm water and household detergent. For stubborn stains, use a soft brush with detergent. Do not use abrasive cleaners.

**Textiles** - Cleaning methods vary based on type of fabric. Dirt and crumbs can be gently brushed or vacuumed off. Spills should be wiped off immediately with a cloth. For overall cleaning, professional service is recommended. For upholstery that has been protected with Scotchgard, Zepel, etc. in manufacturing, the protective coating must be reapplied once every year.

**Vinyl Upholstery** - Use a liquid detergent suitable for cleaning vinyl. After cleaning, wipe the surface with a cloth dampened with warm water.

**Vinyl Edges** - Use a liquid detergent suitable for cleaning vinyl. After cleaning, wipe the surface with a cloth dampened with warm

**Laminate** - Apply self-cleaning wax. To remove stains, wipe surface with a damp cloth using soap or liquid detergent. Remove stubborn stains with a damp paste of baking soda. Leave on for a minute, then blot away. Abrasive cleaners should not be used. Acid based products spilled on the surface should be wiped off immediately, then rinsed.