

TERMS AND CONDITIONS

Net 60 days, any sales taxes are additional. Possession of this price list does not constitute an offer to sell. Deposits may be required on any order, they are mandatory for new accounts. Past due accounts will be subject to a finance charge of 2% per month.

All prices are list in U.S. Dollars and are only applicable to products purchased within the 48 continental United

ACKNOWLEDGEMENTS

All orders will be acknowledged via fax or e-mail. The acknowledgement is the final agreement between DECCA and the customer, superseding all previous communications regarding the purchase order. It is the purchaser's responsibility to check acknowledgements for accuracy, DECCA must be advised of any discrepancies within 72 business hours of the receipt of the acknowledgement.

FREIGHT POLICY

All orders in excess of \$100,000 list will be shipped F.O.B. factory, freight paid to destination. Any and all orders of less than \$100,000 list will incur a \$395, or 3% of list, whichever is greater. Any additional charges for customer requested split shipments will be borne by the customer. This policy applies to the 48 contiguous United States only. For shipping charges to other locations, please contact Customer Service. Time, or date, specific deliveries will incur additional charges. Charges will vary based upon individual circumstances, please contact Customer Service for a quote.

WARRANTY

DECCA 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 does not apply to components not manufactured by DECCA including textiles, which are subject to the specific warranties of those manufacturers. Casters, or mechanical and electrical components, have a warranty of 2 years from the date of purchase. Due to variations in the level of power supplied to electrical components, surge protectors are required. There will be no warranty coverage if surge protectors are not active and in place. The DECCA warranty does not apply to C.O.M. specified materials or variation in wood finishes due to natural wood color variation. DECCA cannot be held responsible for variations in fabric dye lots from order to order. Repair or replacement of any defect covered by the DECCA warranty will be made at no charge to the original purchaser during the warranty period. This warranty policy does not apply to defects resulting from negligence, misuse, alteration, improper cleaning, stains or accidents or Acts of God. DECCA's judgment will be final in all matters concerning the condition of the furniture, the cause or nature of the defect, and the necessity or manner of repair. This warranty applies only to the original purchaser acquiring our products through authorized DECCA dealers, directly from DECCA, or from others specifically authorized to sell our products.

CANCELLATION

A cancellation can be made only by an express written agreement with DECCA. Cancellation fees, of up to 25%, may be incurred for restocking. There will be no cancellation of custom orders or orders that are in productions.

STORAGE CHARGES

DECCA reserves the right to assess a nominal storage charge if a customer does not accept shipment of an order within 3 days of the arrival of the shipment at the rail yard nearest the acknowledged destination.

DAMAGED SHIPMENTS

All DECCA products are fully inspected, protected with impact resistant packaging and then professionally loaded on to trucks or in to containers at our warehouse. Do not refuse merchandise damaged in transit, as DECCA is not responsible for damage to goods which occur in transit or storage. It is the purchaser's responsibility to examine the goods upon receipt and to file any claims with the carrier. Any damage or shortage should be noted on the bill of lading. The delivering carrier may not accept responsibility for shortages or damages if signed for without notation of damages. Notification of concealed damage claims must be made to the delivering carrier within 3 days after delivery. As a part of the claim process, cartons must be available for inspection. Carrier liability ceases after 3 days and neither DECCA, nor the carrier, will be responsible for concealed damages if shipments are left unopened. DECCA is not responsible for the condition of product that is stored or installed in an environment where temperature and humidity are not properly controlled.

REPAIR or REPLACEMENT AUTHORIZATION

Authorization must be obtained, from DECCA, before incurring charges of any kind if DECCA is expected to pay repair or replacement charges. This includes authorization for field repairs and replacements or installation and delivery charges. DECCA reserves the right to have its representative inspect product related to any request for such authorizations, prior to that authorization being provided. Any approved repair or replacement charges are to be submitted to DECCA for payment, invoice deductions will not be accepted.

RETURNS

Merchandise cannot be returned without express written consent from DECCA. In the event of an authorized return, a restocking charge will apply. Return shipment charges must be prepaid by the purchaser. Unauthorized returns will not be accepted and will be returned freight collect. Merchandise being returned must be properly packaged in its original or comparable replacement packaging to ensure protection of the product during handling and transportation.

DIMENSIONS

All price list dimensions are in inches and are approximate. Dimensions are subject to change without notice. If exact dimensions are required, please contact Customer Service.

WALL MOUNTING

Decca Contract Furniture will not accept responsibility for the attachment of any of our products to the client wall(s). The wall specification and construction is the responsibility of the customer/architect. Improper attachment of Decca products to wall(s) could lead to property damage and injuries. wall(s) could lead to property damage and injuries.

The customer/architect is responsible for determining and verifying that the building structural components (studs, blocks, masonry, etc.), upon which the Decca products will be mounted, are suitable for supporting the weight.

The manner in which the Decca products are mounted to the wall(s) is the responsibility of the customer/architect. Additionally, it is the customer/architect responsibility to select the appropriate fasteners and method of attachment.

A structural engineer, or architect, should be consulted prior to work beginning. This information is only a guide and must not be relied upon for the installation of components.

CUSTOM CAPABILITIES

A notable percentage of DECCA orders involve modified or custom products and we invite our customers to utilize our broad capabilities.

These capabilities include:

- A) Dimension changes
- B) Custom finishes
- C) Specialty veneers
- D) Custom hardware
- E) Custom table bases
- F) Unique, one of a kind, products

Custom orders may require upcharges and additional production lead times, please contact Customer Service for more information.

CUSTOM WOOD FINISHES

A charge of \$2112 list per order will be required for stain to match. Orders with stain to match finishes will require a minimum 3"x 3" sample be submitted with the order. Production will not begin until the sample has been approved. Stain to match finishes may add additional lead time to production schedules. Customer approved samples must be received at least 4 weeks before the acknowledged ship date of the order.

A charge of 20% of list, per item, will be required for 2 standard finishes on the same item or \$1896 list minimum, whichever is greater.

LIGHT FINISHES

Light finishes do not hide or mask the natural characteristics of wood. Thus, the inherent natural variations and characteristics of the wood will vary from piece to piece when using light finish colors. Natural characteristics will include tree growth markings, discolorations and grain pattern inconsistencies. DECCA is not responsible for natural variations.

FINISHES

The DECCA finishing process is a unique procedure that has been specifically designed for DECCA. Each product goes through a 27-step process that is designed to provide an elegant aesthetic appearance and a high level of durability. The multiple sanding and oven drying procedures create a rich color and patina while the modified polyurethane topcoat protects the worksurfaces from daily wear and tear.

WOOD CARE AND MAINTENANCE

The finishing process used by DECCA ensures a durable finish on all our products. 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, petroleum based sprays, silicone or bleach. For disinfection, use an alcohol solution of 50% using a clean, dry cloth and wipe in the direction of the grain. Promptly wipe a grain with a clean dry cloth to remove any residue. Do not place your furniture in a position of permanent exposure to direct sunlight.

Wood is a natural product with inherent color variations, the finishing process will never fully mitigate those variations. Please anticipate variation in colors within a single unit, or from piece to piece. DECCA wood finish samples will also exhibit variations. If a strict color match is required, a sample must be supplied with the order and an upcharge may apply. Exact color matches will not be possible.

GLASS MAINTENANCE

Add two ounces of liquid household bleach to one quart of water, using a clean, dry cloth and wipe on the glass. Wipe with a clean dry cloth to remove any residue.

METAL AND CORIAN MAINTENANCE

Use a solution of 25% liquid household bleach to 75% water, using a clean, dry cloth and wipe on the surface. Wipe with a clean dry cloth to remove any residue.

STONE MAINTENANCE

Dust only with a clean, dry cloth. Clean any marks with a damp cloth, using a small quantity of mild soap or detergent. Do not use bleach. For disinfecting, mix 50% antibacterial dish soap with warm water. Promptly wipe again with a clean dry cloth to remove any residue.