

Terms and Conditions

Seating Warranty

JSI warrants to the original purchaser that each piece of furniture will be free from defects in workmanship given normal use for a period of 12 years of single shift service. Pneumatic lifts and casters are warranted to be free from defects in materials and workmanship for a period of 5 years and textiles for 2 years. JSI will, at its option, repair or replace any defective merchandise within the terms of the warranty.

JSI makes no expressed or implied warranties as to any product, and, in particular, makes no warranty of merchantability or of fitness for any particular purpose.

This warranty does not cover:

- Natural variations in color, grain, or texture of wood and covering materials over which JSI has no control.
- Damage caused by an installation or transportation company.
- Accident, user modifications, misuse or product neglect.

Matching Finishes

Due to the natural characteristics of wood, environmental effects, and material upgrades, we cannot guarantee exact finish matches on existing furniture previously ordered from JSI.

If an exact match to existing furniture is required, it must be specified so that the proper procedures can be followed to ensure an acceptable finish. We will accept no liability for the finish if this procedure is not followed. We reserve the right to make changes in a finish formula if we believe the change will improve the quality or appearance of our furniture. Products cannot be replaced due to these natural variations.

Natural Variations in Wood

Every tree has unique and defining characteristics, like fingerprints. These characteristics include differences in color, grain configurations and texture. When specifying natural or light finishes, these natural markings are not masked and are easily detected. Maple and cherry species have a high degree or uneven distribution of grain. With this in mind, we hope you enjoy and appreciate the beauty of each tree's fingerprints. In addition, lighter finishes may discolor and darken when exposed to ultraviolet rays. Products cannot be replaced due to these natural variations.

Finish Options

AU Autumn Cherry	MM Mystic Mahogany
BR Brighton Cherry	WM Windsor Mahogany
CC Classic Cherry	CM Caramel Maple
EC Ember Cherry	NM Natural Maple
LC Legacy Cherry	DW Davenport Walnut
NC Natural Cherry	RW Royal Walnut
VC Vintage Cherry	TW Traditional Walnut
	VW Vintage Walnut

Please note our name changes:

Light cherry = Legacy Cherry
Medium Mahogany = Mystic Mahogany
Dark Walnut = Davenport Walnut

Special Finishes

Add a one time charge of \$226 list per order for any non-standard wood finish. Written approval is required to proceed with custom finish order.

We reserve the right to decline any request for a custom finish if we feel that we will be unable to match it due to limitations of the wood species or of the sample provided to us.

Because of the natural variations of wood, minor differences in color may occur.

Samples

Samples of standard wood finishes, paint and standard laminates are available upon request. To place an order, visit www.jsifurniture.com, contact your JSI sales rep or contact JSI literature fulfillment via fax 812-771-4652.

Orders

Please reference the "To order, specify" section listed on each price list page when writing your order. Please indicate ship to address if different from bill to address. All orders should be mailed, or faxed to:

JSI
 PO Box 231
 Jasper, IN 47547-0231
 Fax: 812-936-9979

Detailed specification sheets are available for each series, consult the Customer Service Department. JSI reserves the right to make changes in dimensions, style, or specifications if we believe these changes will improve an item's quality or appearance. JSI reserves the right to substitute hardwoods due to availability in production.

JSI willingly accepts customer modifications to standard products. Please call the Customer Service Department for special quotes, minimum quantities, and reasonable lead times.

Order Changes

All changes to an order must be made in writing and are subject to our ability to conform. Administrative and/or labor charges may be incurred by the dealer depending upon the production stage of the order. Once final production has begun, no changes can be accepted.

Acknowledgements

All orders will be acknowledged promptly showing how the order was entered, shipping time, and other pertinent information. Please examine this acknowledgment carefully and notify JSI immediately of any discrepancies. If a firm ship date is necessary, please let us know and we will do all we can to meet your request. Acknowledged shipping dates are contingent upon adverse conditions, however, every effort is made to ship as acknowledged.

Terms and Conditions

Cancellations

All cancellations must be made in writing. Administrative and/or labor charges may be incurred by the dealer depending upon the production stage of the order. Orders specifying special finish cannot be cancelled once finishing has begun. Cancellations cannot be accepted once final production has begun.

Pricing

All prices shown are list and include delivery to one destination. Prices are subject to change without notice. Possession of this price list does not constitute an offer to sell. Orders can be received only from authorized JSI dealers.

Delivery

All shipments are F.O.B. point of shipment, freight prepaid and allowed to the 48 contingent states. All other shipments are freight prepaid and allowed to port of exit. JSI reserves the right to select the appropriate carrier. Special requests including, but not limited to, inside delivery and installation, are not included in the price. Any charges arising from failure to meet shipment, rerouting while in transit, or carrier storage charges are the responsibility of the customer. **Orders of less than \$1,000 net will be assessed a handling charge of \$55 net per order (waived for items shipped via UPS). JSI reserves the right to add a fuel surcharge when necessary.**

Freight Damage

All shipments are delivered to the carrier in good condition and our liability ceases thereafter. **If shipment arrives short or damaged, file claim immediately with the carrier.** In the event of concealed damage, notify carrier and request an immediate inspection. Keep all cartons and packing material. Failure to file claim within 15 days after receipt of merchandise constitutes acceptance and a waiver of any such claims. Please inspect merchandise immediately upon receipt, otherwise there is no recourse.

Quickship

Items indicated with a Quickship symbol **QUICKSHIP** are available in 10 business days upon receipt of a credit approved order. If COM is involved, the product will be scheduled to ship 10 days after receipt of the COM. Please mark your order as quickship if sending your order by mail or fax or notify your Customer Service Representative if ordering by phone. Quantities of quickship items are limited to the availability of raw material inventory. Please verify availability on single item quantities of 25 or more. Non-quickship products will be entered at standard lead times.

The quickship fabric offering consists of Momentum's entire line and any current JSI swatched program. However, due to circumstances beyond our control, a fabric may be delayed from our supplier. If this situation occurs, we will inform you immediately so that another fabric choice can be made.

Returns and Repairs

No merchandise may be returned to JSI without a signed Return Goods Authorization form (RGA) issued by our Customer Service Department. Any authorized returns not due to damage or defect will be assessed a 35% restocking charge and all return freight charges must be prepaid. Additional restocking fees may apply for modified, special or custom built products. Liability for defective merchandise shall be limited to replacement or repair. JSI will not issue credit allowances for any repairs without our prior consent. Under no circumstances can we accept COD (Cash On Delivery) returns. Any such shipment will be refused.

Replacement Parts

Prices for replacement parts can be obtained by calling our Customer Service Department. Please have the model number available when ordering replacement parts.

Care of Upholstery Surfaces

Cleanability will vary based on the fabric type. For best results, a professional service is recommended. Dirt and crumbs may be gently brushed or vacuumed off. Spills should be wiped up immediately with a cloth. Vinyl textiles can be cleaned with warm soapy water and then wiped down with a warm damp cloth. For more details on any JSI carded fabrics and vinyls, please visit our website at www.jsifurniture.com or consult the back of the appropriate swatch card for cleaning codes and any specific instructions. For COM materials, consult with the individual textile manufacturer for cleaning codes and any specific instructions pertaining to your particular fabric.

Maintenance of Mechanical Parts

Clean any lint or debris from the moving parts of the base mechanisms. Mechanisms have been designed and tested to not require lubrication under normal conditions however lubricant can be used if needed.

Wood Edges and Veneer Surfaces

Clean all surfaces frequently with water dampened soft cloth, moving the cloth with the grain direction. Immediately remove any liquids that come in contact with wood surfaces with a blotting action to absorb liquid. Buff dry. Lift objects to move them, never pull them across the finished surface. For an additional safeguard, use a protective surface pad. This will ensure a lasting finish by protecting your furniture from possible damage caused by pens, cups and sharp objects.

Avoid exposure of furniture to extremes of heat and cold, or to wide humidity variances. Avoid exposure of furniture to strong sunlight. Avoid exposure of furniture to harsh solvents such as nail polish remover, acetates, etc., as it will cause finish deterioration. If using a protective glass top, place spacer pads under the glass top to allow the wood to breath.

Metal finishes

Wipe smooth powdercoat finishes and textured metals with a damp cloth. For stubborn stains and grease marks, use soap and water. Lightly brush textiles metals with a soft, dry brush to remove dirt.

Textiles

Textile Programs

The entire ArcCom, Maharam and Momentum collections are available. Please specify if JSI is to order the fabric. Samples are available, contact JSI Customer Service. All restrictions apply.

Cut Yardage

JSI can order textile cut yardage for JSI orders only from many textile companies. Refer to the following table for prices on orders that require fabric.

Grade	List price per yard
B	34
C	48
D	74
E	110
F	148
G	189
L	15 per square foot
M	228

Fire Retardancy

All JSI products are manufactured to comply with California Bureau of Home Furnishings Technical Bulletin 117 as a minimum standard. Compliance with more stringent codes requires special manufacturing considerations and upcharges.

California Technical Bulletin 133

JSI uses a barrier material between the foam cushioning and the upholstery cover in order to comply with California TB 133. The standard upcharge on products specified to comply with TB 133 is \$44 list per yard of fabric.

Some product designs and fabrics cannot be combined to comply with California TB 133 (CAL 133). Because of this, we reserve the right to reject any request for an upholstery cover, including C.O.M., or product style that we feel may compromise the integrity or safety of a product specified to comply with CAL 133. Models with tufted back and/or seat cannot pass CAL 133. JSI has tested representative styles for compliance of CAL 133. If you require laboratory certification that a specific product and upholstery combination will pass CAL 133, the following charges will apply:

Testing, video, and transportation charges, \$433 net plus cost of sample. (Allow an additional six weeks over the standard lead time for testing. For products not requiring certification, our standard lead time will apply.)

C.O.L.

C.O.L. pricing is listed under column D in the price list. Customer's own leather requirements are based on an average hide of 50 square feet. Please consult Customer Service for requirements on any other sizes.

All square footage requirements are based on useable footage. The shape of the hide and the useable footage may make it necessary for us to request additional leather.

C.O.M.

C.O.M. pricing is listed under column B in the price list. All yardage requirements listed in the price list are based upon 54" plain non-directional material. Additional yardage will be required for repeats or fabric less than 54" wide.

The fabric table below will give you approximate additional yardage requirements.

Fabric Width	Plain Fabric	Napped Fabric	2-10" Repeat	11-19" Repeat	20-25" Repeat	26-30" Repeat
54"	0%	15%	15%	20%	25%	30%
51-53"	15	25	25	30	35	40
48-50"	30	35	40	45	50	55
45-47"	45	50	55	60	65	70
36-44"	60	65	70	75	80	85

All stripes will be applied vertically unless specified otherwise. Patterned fabrics will be applied at our discretion unless special instructions are included with the order.

The C.O.M. yardage required is for one chair. Yardage requirements may be reduced when ordering multiple quantities. Please call Customer Service for yardage requirements on multiple quantities.

We cannot assume responsibility for the receipt of defective C.O.M. or for the tailoring quality of said fabric. Some fabrics, due to their bulkiness or thinness may not tailor well.

All C.O.M. orders must include the following:

- Vendor's name, pattern name and color.
- Sample of the fabric attached to order.
- Model numbers of items for fabric application.
- Special application instructions. (All stripes will be applied vertically unless specified otherwise.)
- Customer and purchase order number.

Ship prepaid C.O.M. material to:

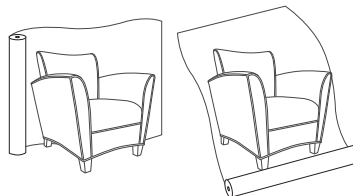
JSI
Attn: COM Dept.
932 Mill St.
Jasper, Indiana 47546

All C.O.M. orders will ship at standard lead time from receipt of C.O.M. except for orders requiring special custom matched finishes.

Application of C.O.M. Fabric

C.O.M. fabric is cut "up the roll" unless otherwise specified by customer.

Railroaded Up the Roll



Order Check List

JSI products are manufactured to order and provide a multitude of options to address your individual customer needs. As you process your order do not forget to include all the necessary information to allow the order entry process to be completed. Please see the order checklist at the beginning of every series.

JSI customer service edits every order for complete information. If details are not included with the purchase order, customer service will contact you to answer these questions. If information is not completed in a timely manner it will delay the entry process and could effect your product delivery date. To avoid delay in order entry and potential delay in delivery of your order, please double check the line items to insure all selections have been completed.

To insure complete JSI details on your purchase order, electronic catalogs and specification tools have been developed to aid in the process. These electronic tools include:

20-20 GIZA Studio and **20-20 CAP Studio** software offers state-of-the-art design, specification, photo-realistic rendering and three-dimensional visualization capabilities for configurable products in the commercial interior design markets. 20-20 GIZA Studio and 20-20 CAP Studio are available for all JSI Casegood and Seating products, in 2D and 3D graphics and the Specifier Catalog.

ProjectMatrix, Inc offers a full software solution for the contract furniture industry. Their software can help you create space plans to specifications for ease of specifying our JSI Casegood and Seating product lines.

GSAdvantage is a Federal Government electronic catalog site offered to assist GSA customers in specifying and pricing JSI product. Listed at this site are all contract items and prices under GSA Contract # GS-28F-0030U.

Our JSI web site www.jsifurniture.com provides many tools to assist in the design and order selection. Included in the site are downloadable images, brochures, contact information, price lists, sales representative locations, literature order form, warranty and environmental information.

Care and Maintenance:

Care of Upholstery Surfaces

Cleanability will vary based on the fabric type. For best results, a professional service is recommended. Dirt and crumbs may be gently brushed or vacuumed off. Spills should be wiped up immediately with a cloth. Vinyl textiles can be cleaned with warm soapy water and then wiped down with a warm damp cloth. For more details on any JSI carded fabrics and vinyls, please visit our website at www.jsifurniture.com or consult the back of the appropriate swatch card for cleaning codes and any specific instructions. For COM materials, consult with the individual textile manufacturer for cleaning codes and any specific instructions pertaining to your particular fabric.

Maintenance of Mechanical Parts

Clean any lint or debris from the moving parts of the base mechanisms. Mechanisms have been designed and tested to not require lubrication under normal conditions however lubricant can be used if needed.

Wood Edges and Veneer Surfaces

Clean all surfaces frequently with water dampened soft cloth, moving the cloth with the grain direction. Immediately remove any liquids that come in contact with wood surfaces with a blotting action to absorb liquid. Buff dry. Lift objects to move them, never pull them across the finished surface. For an additional safeguard, use a protective surface pad. This will ensure a lasting finish by protecting your furniture from possible damage caused by pens, cups and sharp objects.

Avoid exposure of furniture to extremes of heat and cold, or to wide humidity variances. Avoid exposure of furniture to strong sunlight. Avoid exposure of furniture to harsh solvents such as nail polish remover, acetates, etc., as it will cause finish deterioration. If using a protective glass top, place spacer pads under the glass top to allow the wood to breath.

Metal finishes

Wipe smooth powdercoat finishes and textured metals with a damp cloth. For stubborn stains and grease marks, use soap and water. Lightly brush textiles metals with a soft, dry brush to remove dirt.

Sultan Order Check List:



Specify:

- 1. Complete model number
- 2. Finish color
- 3. Fabric selection - vendor, pattern and color

Examples:

1. **SL3101D** | AU | INTERFACE | BAILEY | SHERMAN PEWTER
 (product) | (finish) | (fabric vendor) | (pattern name) | (pattern color)

SULTAN

2. Wood Finish

AU	Autumn Cherry	MM	Mystic Mahogany
BR	Brighton Cherry	WM	Windsor Mahogany
CC	Classic Cherry	CM	Caramel Maple
EC	Ember Cherry	NM	Natural Maple
LC	Legacy Cherry	DW	Davenport Walnut
NC	Natural Cherry	RW	Royal Walnut
VC	Vintage Cherry	TW	Traditional Walnut
		VW	Vintage Walnut

3. Fabric Selection - Please supply the following:

- Fabric vendor
- Pattern name
- Pattern color

When specifying contrasting upholstery, indicate clearly which upholstery is to be applied to the seat, back and arms.

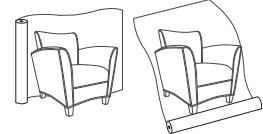
- If available please provide illustration
- When specifying upholstery indicate direction of pattern - railroad or up the roll

All C.O.M. orders must include the following:


- Vendor's name, pattern name and color
- Sample of the fabric attached to order
- Model numbers of items for fabric application
- Special application instructions (All stripes will be applied vertically unless specified otherwise)
- Customer and purchase order number


Ship prepaid C.O.M. material to:
 JSI
 Attn: COM Dept
 932 Mill St.
 Jasper, Indiana 47546

Application of fabric:
 Railroaded Up The Roll



All C.O.M. orders will ship at standard lead time from receipt of C.O.M. except for orders requiring special custom matched finishes.

Description	① Model	Dimensions		COM		COL						
				B	C	D	E	F	G	L	M	
Side Chair 	SL3101D · open arms · upholstered seat · upholstered back	D	23	\$646	\$660	\$681	\$709	\$740	\$773	\$815	\$856	
		W	22 1/4									
		H	35 1/4									
		SD	19 1/4									
		SW	18 1/4									
		SH	19									
		AH	26 1/4									
		COM YDG	1									
		COL SQ FT	12									
		CTN WT	30									
		CU FT	14									

Side Chair 	SL3103D · upholstered seat · upholstered back	D	23	\$581	\$595	\$616	\$644	\$675	\$708	\$750	\$791	
		W	22 1/4									
		H	35 1/4									
		SD	19 1/4									
		SW	18 1/4									
		SH	19									
		COM YDG	1									
		COL SQ FT	12									
		CTN WT	28									
		CU FT	14									

To Order, Specify:

- ① Complete model number
- ② Finish color
- ③ Fabric selection - vendor, pattern and color

② Finish Options:

AU	Autumn Cherry	MM	Mystic Mahogany
BR	Brighton Cherry	VM	Windsor Mahogany
CC	Classic Cherry	CM	Caramel Maple
EC	Ember Cherry	NM	Natural Maple
LC	Legacy Cherry	DW	Davenport Walnut
NC	Natural Cherry	RW	Royal Walnut
VC	Vintage Cherry	TW	Traditional Walnut
		VW	Vintage Walnut

- ③ See a selection of graded in fabric manufacturers and patterns on pages 6-12. Contact Customer Service for additional fabric options.

Specifications

- Wood Species: kiln dried Beech
- Upholstered seat has 2 1/2" polyurethane high density padding.
- Back has 1 1/2" polyurethane high density padding.
- Constructed with mortise and tennon joinery and glue.