

POLY COLOR MATCHING PROGRAM

Dōni® Seating

August 2016

Color Matching Process:

KI offers custom poly color matching on Dōni® Seating. To begin the process, please follow these easy steps:

1. Provide your KI customer service coordinator with a Pantone® color number or chip or two color samples (chip, swatch or paint sample) sized 2.5" x 3.5" at a minimum.

Ship via Postal Service to:	Ship via Federal Express, UPS or Other Carrier to:
KI Customer Service (include coordinator name, if known) ATTN: Custom Color Match Required (reference PO# or project name) 1330 Bellevue Street Green Bay, WI 54302	KI Customer Service (include coordinator name, if known) ATTN: Custom Color Match Required (reference PO# or project name) 1687 Westminster Dr., Gate #3 Green Bay, WI 54302

2. KI will match* the Pantone® color or provided sample and send a poly sample to you for review. If approved, sign the accompanying color match form and email it to your customer service coordinator.

You may also fax (920.468.2687) or email SalesOps@ki.com, though direct processing with your assigned coordinator is preferred.

3. Once KI receives an approved color match form, your order will be processed using the standard product lead time plus 15 working days.

Color matching is complimentary and the \$500 set-up fee is waived for quantities of 100 chairs or more per order.

* KI will do its best to provide as close of a match as possible, taking into consideration that color will vary due to lighting, texture, pattern and finish penetration due to the variations in materials used. Matching translucent or metallic material may not be obtainable.

Frequently Asked Questions:

How long does the custom color matching process take?

On average, it can take two to three weeks to produce a viable match and secure your approval. Prompt review of the match and return of the color match form will help speed the process. To ensure the shortest lead time possible, it's recommended to start color matching during the quoting process.

Do I have to place an order before starting the color matching process?

No. You can initiate the color matching process during the quoting phase to speed the process.

When does the color matching process begin?

The color matching process begins upon receipt of your Pantone® color number or swatch or physical sample.

How does KI match the sample?

KI compares the sample provided with the match created, taking into consideration lighting and materiality variations. You are then sent the color matched sample to review and approve. In the event the color is not quite right, please provide further direction on the color (e.g., needs more yellow tone or 10% darker) and return the form and the sample.



FREQUENTLY ASKED QUESTIONS (CONTINUED)

Is there a cost to color match?

Color matching is complimentary and the set-up fee is waived for quantities of 100 chairs or more (this applies to both solid and two-tone). For quantities fewer than 100 chairs, there is a \$500 set-up fee to account for preparing the manufacturing equipment. The fee will be listed as a “non-standard set-up fee” on the quote regardless of quote quantity, but it will be waived once the order is placed provided it meets or exceeds 100 units. Subsequent purchase orders for quantities fewer than 100 will incur the \$500 set-up fee.

What if there is an order for 50 4-leg chairs and 50 wire tower chairs, but they are all the same custom color(s)?

As long as both chair styles are on the same purchase order, the \$500 set-up charge will be waived. Since the frame is separate and added after the poly shell is produced, all 100 shells can be run at the same time, avoiding press downtime.

Why is an extended lead time required to manufacture the product?

The additional lead time is needed to source material and prepare the equipment to eliminate contaminants that could affect the color. To ensure the shortest lead time possible, it’s recommended to start color matching during the quoting process. See chart below.

STEP 1 (2-3 days)	STEP 2 (2-3 weeks)	STEP 3 (lead time + 15 days)	STEP 4 (shipping time)
Customer ships color match sample to KI.	KI matches color and sends sample and form to customer for review. This process continues until customer approves color match and returns signed approval form to KI.	KI processes order using the standard product lead time + 15 working days.	Order completed and ships to customer.

Who can I contact at KI if I have more questions or need clarification?

You can contact KI Customer Service by calling 800.424.2432 or emailing SalesOps@ki.com.

