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Contact Information:

Kimball Office

1600 Royal Street

Jasper, Indiana 47549

Telephone: 800.482.1818

812.482.1600

Fax: 812.482.8300

Government Sales

Customer Service

Telephone: 800.647.2010

Terms and Conditions

Ordering Procedures

Purchase orders must be received with complete information, which includes the following:

- Complete/valid model numbers
- All textile, finish, and material specifications for each line item.
- "Ship to" address and contact
- Special shipping instructions (tagging, requested dates, etc.)
- Billing address
- Net prices

Submit orders electronically via EDI or OrderXchange.

To order literature or check order status on-line, please visit us at www.kimballoffice.com.

The customer bears sole responsibility for order correctness. Orders are accepted only by issuance of Kimball Office's formal order confirmation and are subject to the terms and conditions set forth herein, notwithstanding any variance in terms and conditions set forth on buyer's order forms.

The order confirmation is the final agreement between the customer and Kimball Office and supersedes all prior oral, written or electronically transmitted statements regarding the order. Kimball Office will attempt to meet all requested ship or delivery dates. If no specific date is requested, we will assign the best possible ship date available.

Changes and Cancellations

A confirmed order may not be changed or cancelled, in whole or in part, without prior written consent of Kimball Office. Expenses incurred because of the changes shall be charged to the Purchaser. In the event of cancellations, Purchaser will be liable for reasonable cancellation charges established by Kimball Office. Changes may affect delivery dates.

No changes or cancellations will be accepted after order entry for non-standard lead time products including:

- Kwik Office offerings
- Engineer-to-Order (modified or non-standard products)
- Alliance program upholstery (Carnegie, KnollTextiles, Maharam, and Mayer Fabrics)
- Customer's Own Material (COM)
- Customer's Own Leather (COL)
- Customer Specified Laminate (CSL)

- Customer Specified Paint (CSP)
- Mock Ups
- Service Parts/Replacements

Modified Product

Our manufacturing flexibility allows us to accommodate requests for non-cataloged product. We are happy to discuss your unique product requirements and determine feasibility and pricing.

➤ Contact **By Design** for assistance at 800.482.1616 extension 6002.

Finishes and Materials

Wood Finish Color Matching

Each piece of natural veneer offers unique texture and grain. Minor variations in finish color and value may occur due to the natural characteristics of wood. Kimball Office carefully selects all materials used in every product ensuring a commercially acceptable color and finish. Factors such as aging and exposure to light alter finishes.

Fabric Color Matching

Kimball Office will always ship a satisfactory commercial match on fabric. Because of industry dye-lot variation, colors may not match exactly.

Terms and Pricing

Net 30 days. If the invoice amount is not paid in full within the terms of the invoice, the invoice may be subject to a monthly finance charge equal to the lesser of 1.5% or the highest amount permitted by law. List prices include freight charges; however, they do not include:

- Storage and insurance charges
- Sales and other taxes
- Local delivery, unloading, or installation

These items will be invoiced as separate line items.

All prices herein are delivered list price, unless noted, effective April 4, 2011, and supersede all other published prices. Prices shown cover standard product only, additional charges will be applied for changes to standard product. Kimball Office reserves the right to change prices without prior notice. Prices herein are only for shipment within the continental United States or Canada.

Terms and Conditions, continued

Selling Information

Distribution of this price list does not in itself constitute an offer to sell. Orders can be received only from authorized Kimball Office customers. Kimball Office price lists and catalogs are not available to the general public.

Product Design

Kimball Office reserves the right to make changes in design, specifications, and construction or discontinue products without prior notice.

Shipping/Freight

All shipments are F.O.B. point of shipment, freight prepaid, and allowed to one continental U.S. or one Canadian destination. International shipments and shipments into the states of Alaska and Hawaii are freight prepaid and allowed to port of exit.

Kimball Office reserves the right to select the most appropriate F.O.B. point, carrier, and routing on all shipments.

Delivery

Normal delivery hours are 8:00 a.m. to 5:00 p.m. Monday through Thursday and 8:00 a.m. to 3:00 p.m. on Friday. Any delivery arrangements made outside of normal delivery times are subject to additional charges.

➤ See at right.

Any charges incurred because of failure to receive a shipment or offload a shipment in a timely manner (maximum time allowed to offload trailer: 3 hours), will be billed to the sold-to customer.

Any charges as a result of rerouting a shipment while in transit will be billed to the sold-to customer.

Any order requiring Special Delivery Service will incur additional charges. All such requirements must be noted on the purchase order. These are services that are not included in the standard price of the product or require the usage of specialized carriers. These services include:

- **Weekend delivery** (after 3:00 p.m. Friday through Sunday evening)—\$500 charge.

- **Inside delivery**—minimum \$50 charge.

*Note: **Must** be approved and coordinated 10 days prior to shipment.*

- **Non-dock delivery**—minimum \$50 charge.
- **JIT delivery** (specific day and/or time)—Orders under \$25,000 list will incur a \$125 charge.
- **Rush delivery** (1-3 days from ship date)—Contact Customer Service for charges.

Carrier Selection

Kimball Office reserves the right to select the most appropriate mode of shipment. Kimball Office relinquishes all responsibility for goods shipped upon a clean receipt from the carrier. Customer bears the risk of loss or damage during shipment.

Packaging

Kimball Office's standard method of shipping is to carton all items. Certain full truck load shipments may qualify for special consideration. Contact Kimball Office for guidelines. International shipments can be crated at the customer's request. The expense of crating will be the responsibility of the customer.

Loss, Damage, or Delay

Kimball Office shall not be liable for loss, damage, detention or delay resulting from causes beyond its reasonable control including but not limited to fire, strike, weather, wreck or delay in transportation. In the event of delay due to any such cause, the delivery date will be postponed by such length of time as may be reasonably necessary to compensate for the delay.

Storage

If the customer requests a change of ship date and the product is in production, Kimball Office reserves the right to transfer the product to storage at the customer's risk and expense. All requests to store product must be approved by Kimball Office Customer Service and may be subject to storage fees. Such transfer to storage will be deemed delivery to the customer for all purposes including insurance, liabilities, invoicing, and payment.

Electronic Catalog and Specification Software:

Kimball Office promotes the use of electronic drawing and specification tools to automate the furniture sales, design, and specification process. We provide our symbol and product information to industry leading design and specification software companies. We also work closely with 20-20 Technologies Inc. to develop additional automation routines for our products. These are available in CAP, 20-20 Office Sales (e-magine), and Giza software tools. As noted in our Terms and Conditions, the customer bears the responsibility for order correctness.

Terms and Conditions, continued

Returned Merchandise

Merchandise will only be accepted for return under the following conditions:

- ① The product is a “made to stock” item; *and*
- ② Return Goods Authorization (RGA) is given to you by your Customer Service Team.

All returns are subject to a 50% restocking fee. All freight charges for returned product are the responsibility of the customer. Unauthorized returns will not be accepted and will be returned freight collect. All merchandise being returned must be properly packed and protected in the original cartons. Upon receipt, all returned merchandise will be thoroughly inspected. Any discrepancies, such as additional damage, signs of usage, missing parts, etc., will result in an adjustment to the amount of credit issued.

Claim Process

All products produced by Kimball Office are carefully inspected and properly cartoned prior to shipment. All shipments are delivered to the transportation company in good condition. If you receive a shipment that has damage, product shortages, or delivery has been delayed by the transportation carrier, **the following steps must be taken:**

- ① Before signing for the merchandise, make notation of all visible damage, shortages and/or time of truck arrival on the bill of lading.
- ② Contact Customer Service **within 15 calendar days of delivery receipt to report issue**. We will advise whether a freight claim will need to be filed based on mode of transportation.
- ③ If claim must be filed, carrier must be contacted **within 15 calendar days of delivery**. Retain all shipping cartons for inspection by the carrier agent.
- ④ A copy of the Carrier Disposition Letter must be sent to Customer Service to receive additional credit on concealed damage issues via Redistribution/ LTL carrier shipments.

For Concealed Damage, follow steps 2 through 4.

Asset Tag Locations:

Bar code labels have been placed on all Kimball Office products.

Products with pedestals or lateral files

Underside of top drawer near front edge in right pedestal (if no right pedestal, left pedestal).

Highback organizers and overhead cabinets

Back left of task light facade.

Bookcases

Underside of lowest shelf (not bottom panel) on the left front edge. If glass shelves, top panel in cornice area.

Vertical storage cabinets

Underside of top drawer near front edge. If no drawers, underside of lowest shelf on left front edge.

Bridges, corner units, worksurfaces, computer support furniture, P-, U-, and keyhole-shaped desks

Underside of the top surface (user’s side) on the front edge.

Component modesty panels

Center top of the panel on the inside (kneespace area).

Tables

Underside of table top near the outside edge.

Limited Product Warranty Lifetime Assurance of Quality

Our Pledge:

Kimball Office stands behind our craftsmanship and pledges to do everything we can to resolve any problems you have within the terms of this warranty as quickly as possible.

Recommendations:

Facilities managers and users are urged to make periodic inspections to look for damages or signs of structural fatigue incurred in daily handling and use. Examinations must include the structural joints, corner blocks, screws or fasteners, welds, and any other points of stress. If any problems are found, the product should be taken out of service.

Kimball Office warrants that its products are free from defects in materials and workmanship given normal use and care for a lifetime of single-shift service. Normal use is defined as the equivalent of a single-shift, 40-hour work week.
Exceptions: Some products and parts have limited warranty periods.

➤ See lists at right.

At its option, Kimball Office will repair or replace with comparable product, free of charge to the customer, any product, part or component manufactured and/or sold in North America after November 6, 2000, which fails under normal use as a result of such defect.

In the event that use of a product exceeds normal use, the warranty period for such product will be reduced to 12 years, and the warranty for the items that fall under different warranty limitations, as listed at right, will be reduced to one-third of the original warranty.

This warranty is made by Kimball Office to the original customer for as long as the original customer owns and uses the product.

This warranty is only valid if the products are given normal and proper use, and installed or used in

accordance with Kimball Office installation and/or application guidelines, and installed by an authorized Kimball Office dealer or agent. Kimball Office assumes no responsibility for repairs to products sustaining damages resulting from user modification, attachments to a product, misuse, abuse, alteration, or negligent use of our products.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, THERE ARE NO OTHER WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. WE EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY.

Warranty periods are limited for certain products and parts as follows:

10-Year Warranty
(from the date of manufacture)

- Seating mechanisms
- Veneers

5-Year Warranty
(from the date of manufacture)

- High-wear parts
- Pneumatic lifts
- Electrical/power products
- Casters and glides
- Inflatable lumbar supports
- Lighting
- Desk sets
- Monitor arms
- Keyboard kits

- Covering materials (such as foam, most textiles, laminate, thermofoil, and decorative trim)

3-Year Warranty
(from the date of manufacture)

- Wool felt
- Custom products
- Carnegie Fabrics

1-Year Warranty
(from the date of manufacture)

- Fit lounge and headrest

This warranty does not cover:

- Naturally occurring variations and differences in grain character and color between and within wood species
- Natural variations in marble and leather
- Damage caused by a freight carrier
- C.O.M. (Customer's Own Material) or any other non-standard Kimball Office material specified by the customer, including attributes such as appearance, durability, quality, colorfastness, etc.
- KnollTextiles, Maharam, and Mayer Fabrics alliance programs
- Alterations to the product not expressly authorized by Kimball Office
- Products considered to be of consumable nature (such as bulbs, light ballast, and certain electronic products).

Process for Warranty Issues:

- ① Contact Customer Service and provide them with the serial number from the product in question, the purchase order number or acknowledgement number, and a detailed description of the warranty issue. **Serial numbers are mandatory** before the claim can be processed.
- ② Customer Service will determine and pre-approve all resolutions to the claim, such as replacement units, service parts, and labor charges related to repair or re-delivery of damaged or defective product. Upon approval, resolutions will be assigned a Case Number, which must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Kimball Office. Kimball Office will **only** accept dealer invoices submitted within **90 days** of the approval by Customer Service; invoices received after 90 days will not be approved for dealer credit or payment. It is critical that invoices are submitted in a timely manner.

If you have followed the procedures described above and your problem has not been resolved to your satisfaction, you can write or call us directly. Please relate all relevant facts.

Kimball Office
ATTN: Customer Service
1600 Royal Street
Jasper, Indiana 47549
Telephone: 800.482.1818
800.647.2010 (Gov't Sales)

Resources

The table at right lists the operating load capacities of various Kimball Office components. All components meet or exceed the ANSI/BIFMA Functional and Proof Loading requirements X5.5 (2008 Desk and Table Products Tests) and X5.9 (2004 Storage Units Tests). The Operating Load Capacities listed represent the BIFMA functional loads which are equivalent to loads that can be expected in normal use of the component.



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MANUFACTURERS ASSOCIATION

Operating Load Capacities

Component	Operating Load Capacity (Functional Loads)	Example
Desk/table <45"W	200 lbs. over 12" diameter area, concentrated loading	
Desk/table 45"W–72"W	200 lbs. over 12" diameter area, concentrated loading 1.5 lbs. per inch of perimeter, distributive loading	24"D x 72"W = 288 lbs.
Desk/table >72"W	Two 200 lb. loads over two 12" diameter areas, concentrated loading 1.5 lbs. per inch of perimeter, distributive loading	24"D x 84"W = 324 lbs.
Pedestal drawer	.017 lb. per cubic inch of drawer interior filing space <i>Note: File drawers are to support hanging files only; they are not intended for bottom loading.</i>	24"D x 18"W x 12"H = 88 lbs.
Transaction counter, secondary surface <16"D, or and shelf	.017 lb. per cubic inch above surface (not to exceed 12"H), distributive loading	12"D x 60"W = 147 lbs. t.w.
Adjustable keyboard <36"W	66 lbs. over 12" diameter area, concentrated loading 66 lbs., distributive loading	
Writing shelf	25 lbs., distributive loading	
Extendible elements (drawer, shelves, etc.)	.017 lb. per cubic inch of drawer interior filing space, distributive loading	24"D x 15"W x 12"H = 73 lbs.
Center/pencil drawers	5 lbs., distributive loading	
Storage or bookcase top <38"H	200 lbs. concentrated loading .26 lb. per square inch of surface area, distributive loading	24"D x 36"W = 225 lbs.
Storage or bookcase top 38"H–72"H	.26 lb. per square inch of surface area, distributive loading	24"D x 36"W = 225 lbs.
Storage or bookcase top >72"H	.09 lb. per square inch of surface area, distributive loading	24"D x 36"W = 78 lbs.
Storage or bookcase bottom	.017 lb. per cubic inch above surface, distributive loading (not more than 18" in height)	24"D x 36"W x 18"H = 264 lbs.

Square inches should be calculated using this formula: Surface depth x surface width of available storage

Cubic inches should be calculated using this formula: Surface length x surface depth x height of available storage above the surface (limited to 18 inches above the surface)

Code Restrictions:

Items listed herein are considered by Kimball Office as portable furniture and as such are subject to local fire, electrical, and building codes applicable to portable furniture.

Only Underwriters' Laboratory (U.L.) or Canadian Standards Association (C.S.A.) listed electrical components are used in electrical devices and are so labeled.

The customer is responsible for the proper application of products to the local codes under which installation must be made. Further specifications are available on request.



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77K1860RT	60	77K6028FXLECM	64, 65	CBM2228TF1	78	CCS4242SQ	15
77K187228FXLS	64	77K6028FXLECS	64, 65	CBM2228TF2	78	CCS42RD	14
77K187228NTL	63	77K6028FXLM	64, 65	CBM2428D	27	CCS48120AR	17
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77K2728XM	66	77K7228FXLS	65	CBS1627SQHW	23	CCS48144RCV	32
77K2728XS	66	77K7228NTL	63	CBS1627SQW	22	CCS48144RT	16
77K2742XA	66	77K7228NTLEC	63	CBS1627SSW	22	CCS48144RTV	31
77K3048RTL	60	77KELHB	69	CBS2327RTW	24	CCS48168AR	17
77K3060RTL	60	77KELJ2	68	CBS2427PNW	25	CCS48168BT	19
77K3072DSL	61	77KELJ3	68	CBS2427SQHW	23	CCS48168RC	18
77K3072RTL	60	77KELPA	68	CBS2427SQW	22	CCS48168RCV	32
77K3372MBFCH	71	77KELPDC2	67, 68	CBS2527ELW	24	CCS48168RT	16
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CCS4896RT	16	CR2436MUC	99	K90BD	84	TT2-2244W	92
CCS4896RTV	31	CR2448LCW	101	K90CE	84	TT2-2244WB	92
CCS48RD	14	CR2454CB	98	K90DH	84	TT2-2626W	92
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