ORDERING
All faxed and mailed purchase orders must be signed. Signed fax orders are accepted at 423-587-8266. Phone orders are not accepted.

REQUIRED ORDER INFORMATION
1. Sold to: Name, address, and phone number.
2. Purchase order number.
3. Ship to location: Name, address. Order will not be processed without this information.
4. Requested delivery date.
5. Contact name and phone number for order questions.
7. Call before delivery, inside delivery, etc. (will be additional charges).

ORDER PRODUCT SPECIFIC INFORMATION
8. Style number
9. Quantity
10. Wood or Metal Finish
11. Upholstery selection
12. Laminate selection if applicable
13. Special instructions about construction and upholstery where applicable

See sample order form on the inside back cover of this price book.

SPECIAL HANDLING CHARGE
Orders with combined Net price under $1,000 will be subject to a Special Handling charge of $125 Net. One charge per order.

For additional information regarding any of the above, please see DETAILED INFORMATION section at the back of the price book.

WOOD FINISHES
Standard Woodtones (W100)
- WBF110 Natural
- WBF112 Golden
- WBF122 Medium Oak
- WBF124 Chestnut
- WBF126 Medium Brown Mahogany
- WBF128 Dark Walnut
- WBF130 Amber Cherry
- WBF134 Light Cherry
- WBF136 Royal Mahogany
- WBF131 Light Cherry
- WBF136 Royal Mahogany

* See WBF wood finishes on opposite page.

Please Note: Wood finishes will vary due to inconsistencies in lumber and moisture; therefore we assume no responsibility for matches to exact tones. When matching to laminate patterns containing large variations in color, stain will be matched with harmonizing tone.

Custom Finish and Color Matches
Custom Wood Stain finish to match customer’s sample or laminate.

Add:
15% per chair-$50.00 Maximum per chair.
$650 charge per table top and table base order.

Sample of finish will be required for matching prior to production. Should matching require brushing, glazing or hand wiping additional charges may apply.

TEXTILES
For graded textiles please refer to our web site: www.shelbywilliams.com, contact your local sales rep or our customer service department.

C.O.M. (Customers Own Material)
When shipping, please mark all cover materials with the following:
1) Dealer or designer’s name
2) Falcon acknowledgment number
3) Falcon style number
4) Purchase order number

Ship ALL COM PREPAID
5303 East Morris Blvd.
Morristown, TN 37813

FREIGHT DAMAGE
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 an inspection and freight claim instructions.
4. Claims for concealed damage must be filed with the carrier within 15 days of receipt. Claims will not be honored if filed after 15 days of receipt.
5. If a shipment is received undamaged but is not what you ordered, call Falcon within five days of receipt.

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

TECHNICAL BULETIN 133 (CAL T.B. 133)
All fabrics, including Customer’s own material (C.O.M.), must be pre-approved by the factory before order can be processed when TB-133 is required. Consult sales representative for approval arrangements.

See Detailed Information for more information.