

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.
6. Special delivery instructions.
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.

PRODUCT WARRANTIES

Falcon has a long history of manufacturing fine commercial furniture. Every product is produced with the intention of providing many years of dependable service in the commercial furniture environment. If you should experience failure of our product due to manufacturing defects, please see the following product warranties.

Limited Warranty

Booths	1 year
Cast Iron Table Bases	10 years
Table Bases (aluminum, steel, wood)	1 year
Table Tops	1 year
Metal Chairs	1 year except below
• GT Series	5 Years
• H Series	5 Years
• R Series	5 Years
Task Chairs	1 year
Tables	1 year except below
• M.A.T.S.	5 Year
• Folio	5 year
Wood Chairs	1 year

See additional warranty details in "Detailed Information Warranty" section at the back of the price book. Fabrics and filling materials, as well as moving or mechanical parts, are not warranted by Falcon, but by the appropriate manufacturer.

WOOD FINISHES

Standard Woodtones (W100)

WBF110 Natural	WBF128 Dark Walnut
WBF112 Golden	WBF134 Amber Cherry
WBF122 Medium Oak	WBF131 Light Cherry
WBF124 Chestnut	WBF136 Royal Mahogany
WBF126 Medium Brown Mahogany	WBF154 Black

* 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.