

## TERMS AND CONDITIONS



### GENERAL

All orders must be made in writing; faxed to 704.462.2672, mailed to: HC 7514 West NC #10 Hwy Vale NC 28168 or emailed to info@hlc-usa.com.

Possession of this price list does not constitute an offer to sell.

Orders can only be received from Authorized HC Dealers.

Prices shown in this price list are subject to change without notice. Should a typographical error be found HC reserves the right to make changes.

All Dimensions/s shown in this price list are approximate and subject to variation.

### TERMS

NET 30 DAYS. Please make payments for HC invoices to HC. All new account orders must be submitted to HC for approval. HC suggests current financial information for new customers to accompany their initial order to avoid approval delays. Allow two to three weeks for the credit approval process.

A 50% deposit payable to HC with your first order will expedite your shipment while credit is being established. All custom orders will require a 50% deposit payable to HC with the order.

### ACKNOWLEDGEMENTS

Order acknowledgments will be made for each order and will indicate final production specifications. Buyers should check acknowledgments to be sure that all order details are correct. Orders will not be acknowledged or entered for production until all specification information is complete. Accepted orders are subject to terms and conditions set forth in this price list and on our acknowledgment. This supersedes any variance in terms and conditions on buyer's purchase order.

HC is not liable for any delays or failure to deliver or perform due to fires floods accidents transportation difficulties failure due to delay of sources of supply acts of God or any other causes of like or unlike nature beyond HC's control.

### WAREHOUSING

As production space is at a premium orders will be shipped when completed. Any date other than such date must be approved by the factory. If an order is required to be warehoused due to buyer's request a charge will be levied for such (chairs and ottomans - \$20 list per week lounge chairs love seats and sofas - \$45 list per week). All orders being warehoused will be invoiced at normal time of shipping and paid for under normal terms and conditions. Failure of such could affect credit line.

## PRODUCT SPECIFICATIONS

### DESIGN

HC reserves the right to make changes in design or construction detail without notice; therefore if it is desired that an order match an order previously shipped it must be clearly stated on your purchase order.

### MODIFICATIONS/CUSTOMS

HC has the ability to modify existing products and/or manufacture custom products. Please contact factory for information. This includes OEM Products Frames and Parts. All non-standard HC products have a one year limited warranty. Custom orders require a 50% deposit at time of order placement.

### FRAME CONSTRUCTION

### CANCELLATION

Any order cancelled after it has been placed into production will be subject to a cancellation charge. This charge will be determined by HC based upon where the order is in production at time of cancellation request.

HC will make every effort to meet acknowledged shipping dates. However failure to meet such a date is not cause for cancellation.

### WARRANTY

HC warrants to the original buyer that each piece of HC product will be free from defects in workmanship given normal use and care for ten years of single shift service except where noted in this price list.

HC assumes no responsibility for improper assembly modification abuse alteration negligent use or unauthorized repair work by the buyer.

This warranty does not cover: damage caused by a carrier; C.O.M. or C.O.L; gas cylinder-pneumatic lifts casters and mechanisms beyond the OEM warranty; color grain or texture of woods and other covering materials due to natural variations over which HC has no control.

HC does not offer warranty on textiles beyond what is offered by the supplier.

HC will either replace or repair at our option any parts of the product found to be defective within the terms of warranty. Such is the buyer's sole remedy. HC shall not be liable for consequential or incidental damage to persons or property.

Except as stated herein HC makes no expressed or implied warranties of merchantability or fitness of any HC product for any particular purpose.

All non-standard HC products have a one year limited warranty. All repair charges must be authorized in writing by HC for warranty work. Only after receipt of repair bill from party performing repairs will a credit or reimbursement take place. Do not return any merchandise without written permission from HC. Only warranted product will be considered.

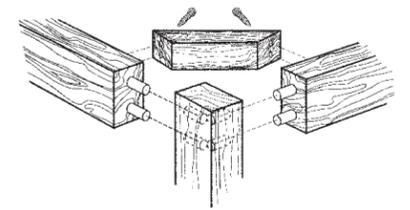
Light finishes tend to highlight rather than mask the natural characteristics and color variation of wood which are not considered defects by HC. Likewise leather is characterized by variation in color from hide to hide and within hides and should be expected. Healed scars scratches insect bites and wrinkles are not considered defects in the leather.

### WARNING

Direct sunlight can fade finishes leathers and upholstery; and can dry out leather and degrade some vinyl covers. HC cannot control nor be held responsible for sunlight damage.

## PRODUCT SPECIFICATIONS

Our wood lounge frames are bench made exclusively in North Carolina by local craftsmen who have been building furniture in this area for generations. We use only kiln-dried Beech or beech hardwood (5/4 size minimum) or durable engineered wood panels crafted of multilayered solid wood veneers to reduce movement, twisting and warping. Key joints are reinforced with traditional double dowels, corner blocks and interlocking joints to withstand weight and stress. Exposed wood furnishings are handcrafted of the finest Beech or beech hardwoods. Rails are double doweled and corner blocked for maximum strength. All corner blocks are screwed and/or stapled to insure strength.



### SPRING AND SEAT CONSTRUCTION

HC's primary spring and seat construction is the eight-way hand tied system. When eight-way construction is not possible due to design HC will use an appropriate seat construction based on industry standards.

#### Eight-Way Hand Tied System

The best spring construction available when chair design allows. Provides comfort and long life by utilizing double coil springs tied to each other and frame rails. This allows springs to move only in a vertical motion and distribute weight load equally to chair rails.

##### Materials

- Eight and nine gauge solid carbon steel double coil springs.
- 100% waxed #6 nylon string.
- Eight knots per coil at top.
- Paper lined steel fastener secures coil to bottom.
- 54 strands/inch #650 Woven Poly Propex bottom.
- 7/8" steel nails attach strings to rails.
- System covered with FLW Polywoven material.

#### Rubber Webbing System

Simple spring construction for Contemporary and Transitional seating that require very thin scaled designs. Provides comfort and strength by attaching rubber webbing from the front rail to the back rail and across seat from side rails.

##### Materials

- Ultraflex Type #550 rubber webbing 2" wide with 20% stretch load
- #10 steel staples attach webbing to frame rails.

#### No Sag System

The best spring construction for designs that do not allow for eight way hand tied system. Used on most Contemporary and Transitional style seating and as a cost savings on Traditional style seating. Provides comfort and strength by using sinuous wire springs that are connected to front and back rails. These springs are then held together by a coated wire clipped to each spring.

##### Materials

- Eight and ten gauge sinuous wire springs in continuous 2" wide loops. These springs are spread 4" on center across seat.
- Coated stabilizing wire.
- System covered with FLW Polywoven material.

#### Foam Over Propex

Simple seat construction for Contemporary and Transitional seating that require very thin scaled designs. Provides comfort and strength by attaching Polywoven propex material to all four side rails then covering with foam.

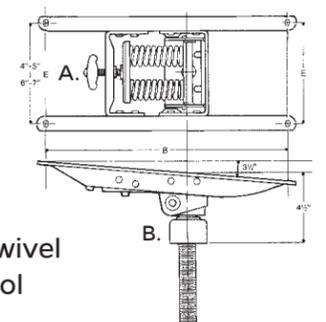
##### Materials

- #650 woven poly propex with 54 strands per sq. inch
- 500 7/16" steel staples attach propex to rails.

## MECHANISMS

- Manual Swivel Tilt Control - Used for medium and large fixed back tilting chairs this spring control employs a low fulcrum and a dual "floating spring" concept to ensure both a balanced and stable ride throughout the full tilting range. Nylon contacts rubber cushion shock absorbers and self-lubricating fiberglass reinforced nylon bearings provide for long lasting quality.

Adjustments: A. Tilt tension control knob  
B. Manual height adjustment



Typical Swivel Tilt Control

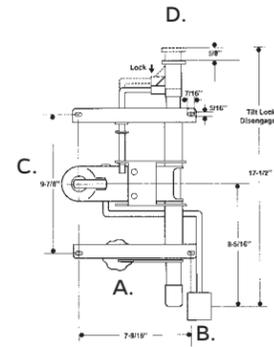
## PRODUCT SPECIFICATIONS

### MECHANISMS (continued)

- Knee Tilt Controls - Used for fixed back tilting chairs the forward positioning of the fulcrum permits the chair to tilt back from the front edge. This results in minimum vertical knee movement alleviates upward thigh pressure and improves access to lower desk areas. Its streamlined design and construction exceeds ANSI/BIFMA standards and offers permanently lubricated reinforced nylon bearings. This mechanism is offered with either mechanical or pneumatic height adjustment.

Adjustments: A. Tilt tension control knob  
 B. Pneumatic height adjustment lever  
 C. Manual height adjustment  
 D. Tilt lock push/pull rod

Typical Knee  
Tilt Control



### BASES

Bases E and L are constructed with solid steel understructures and solid hardwood base caps. Base P is cast fiberglass reinforced nylon.



E - \$225



L - \$200



P - \$65

## PRODUCT SPECIFICATIONS

### FINISHES

HC has eight key steps in the finishing process. These steps and the use of a catalyzed lacquer provide all products with a high quality long lasting finish. The steps are as follows:

1. Primary Machine Sand 100-120 Grit
2. Secondary Hand Sand 150-220 Grit
3. Apply Stain
4. Apply Sealer
5. Sand 280 Grit
6. Apply First Coats of Catalyzed Lacquer
7. Sand 320 Grit
8. Apply Second Coats of Catalyzed Lacquer

HC applies the finishes listed below to exposed beech/maple hardwood. If a different species of wood is required please contact the factory for price and availability.

#### Standard Finishes

Hickory Contract offers 10 standard wood grain finishes and 10 laminate choices. You may view these selections on line or inquire with customer service for samples.

Mahogany	Cherry
Walnut	Light Cherry
Black	Natural Maple
P. Mahogany	Pecan*
Oak	Kona

#### Light Finishes

HC offers several light finishes and custom matches many. These finishes do not hide or mask the natural characteristics of the wood. Both dealer and customer should understand that the natural characteristics of the wood will be a characteristic of the product. Natural characteristics of the product include the natural discoloration of the wood substance and color variations in glued up stock. These natural characteristics are not considered defects by HC and therefore will not warrant replacement or repair.

#### Custom Finishes

Hickory Contract will match other manufacturers finishes. Please submit a sample with your purchase order. Hickory Contract will have sole discretion concerning the correctness of the match unless an approval samples is requested and approved. The charges for custom finishes are as follows:

\$250 LIST per order  
 \$125 LIST per approval

The beauty of the wood is the result of natural variations in color and grain. Since no two trees are exactly alike, all woods may vary in color, grain configuration and stain acceptance. Therefore, even though veneers and solids are carefully selected, an exact matching of color and grain cannot be guaranteed.

### WELT GUARDS

A 10" long clear Polyvinyl welt guard is standard on all Traditional Executive Swivel Chairs. Please note on order if guard should be deleted.

### COMBINATIONS/CONTRASTING WELTS

For contrasting welts or contrasting fabrics please add \$25.00 list/chair \$35.00 list/loveseat and \$45.00 list/sofa.

### FIRE RETARDANT CODES

Most products are manufactured to meet California Technical Bulletin 117. HC can manufacture its product with components which should allow the product to meet California Technical Bulletin 133 Requirements. Please contact the factory for pricing. Should certification be required customer is responsible for cost of sample and testing fees.

### CUSHION TIE STRAPS

For tie straps which prevent lounge cushions from being easily removed add \$40.00 list/chair \$120.00 list/loveseat and \$160 list/sofa.

### LUMBAR BACKS

Additional lumbar support is available on many products. Please consult product pricing pages or the factory for availability and charge.

### LEATHER

No two pieces of leather furniture are exactly the same. Color variations and distinctive natural markings make each piece of leather furniture unique.

Color variation is a natural occurrence with pure aniline dyed top grain leathers. In the dying process no pigments are used. Each hide absorbs "color" in varying amounts based on individual cell structure so even areas within the same hide may vary in color.

Color variation is an inherent quality of the antiquing process in hand antiqued leather.

Healed scars scratches insect bites and wrinkles provide yet another Dimensions/ of individuality to leather. All of the above are natural characteristics of leather and are not considered defects by HC.

### NAILHEADS

The standard nailhead offered on all Hickory Contract furniture is a 1/2" French Natural (brass). We offer at no additional charge 5 other choices. You may view these selections on our website or contact customer service for additional information.