



# Terms & Conditions.

# general information.



All DARRAN products are proudly manufactured in the U.S.A.

## built to order

Manufactured per order the way you want it, including modifications.

## fully assembled

Unless otherwise noted, all products are fully assembled and ready to use, including add-on options.

## performance tested

All products are tested to ensure performance exceeds BIFMA / ANSI standards.



## green certified

DARRAN has been committed to improving indoor air quality of office buildings since 1996. Since then, finish technology has allowed our commitment to continue with products that are air quality Certified Green.

DARRAN is proud to announce that all in veneer, laminate, and guest seating are MAS Certified Green for complying with the ANSI/BIFMA X 7.1 standard / LEED 4.5 Standard for low –VOC emitting Furniture.

MAS is an independent emission testing laboratory that is ISO 17025 compliant using ASTM, ANSI and CEN methods. MAS is a true 3rd party certification through NSF International to BIFMA standards and California's ARB formaldehyde standard. Certification of compliance under the Low – VOC emitting Furniture testing, qualifies products for LEED 4.5 credits.



## finish technology

DARRAN has continued its partnership with AkzoNobel Chemicals ([www.akzonobel.com](http://www.akzonobel.com)) to develop a new finish technology further improving indoor air quality with a coating that meets today's environmental standards and supports LEED buildings.

ENVI-CT (Environmental Coatings Technology) utilizes advanced European finish technology to deliver a high-end furniture coating with superior performance in appearance and durability, allowing DARRAN to deliver more sustainable products to our customers.

### ENVI-CT Advantages:

- › ENVI-CT is a re-engineered high performance Top Coat
- › Exceptional hardness and clarity
- › Highly resistant to solvents and chemicals
- › Plasticizer Migration resistant
- › Excellent UV inhibitors for maximum color resistance
- › Exceeds current and proposed future Federal and State air quality requirements
- › Field Repairable
- › Dynamic chamber emissions tested and certified compliant to ANSI/BIFMA X 7.1 Standard / LEED 4.5 Standard for low VOC emitting furniture.

## advantages

DARRAN collaborated with the world's leader in finishing materials, to formulate an additive that will inhibit the growth of mold, mildew, fungus and bacteria on wood surfaces. This additive infuses Silver Ions into DARRAN's ENVI-CT (Environmental Coatings Finish Technology), creating a protective surface for the life of the furniture. This is standard on all DARRAN Desks and workstations for no additional fee.

# limited lifetime warranty.

## limited lifetime warranty

DARRAN Furniture Industries, Inc. ("DARRAN") warrants that each piece of furniture manufactured in its North Carolina Facilities will be free from defects in material and workmanship for as long as the original purchaser owns and uses the product. Subject to the limitations and exclusions herein, DARRAN, at its discretion and as the sole remedy under the DARRAN Limited Lifetime Warranty, will replace or repair a defective product or components with comparable product or components free of charge. This warranty is made only to the original purchaser from an authorized DARRAN dealer, for as long as that original purchaser owns and uses the product.

## limitations: use/care

- › Warranty is limited to normal single shift use.
- › Warranty is limited to generally accepted care and maintenance of natural wood products and environments.
- › Natural wood surfaces are subject to denting, scratching, and gauging if not properly used and cared for. Warranty is subject to use and care in accordance with the use and care instructions provided in the Product Care section of this site (including, but not limited to, the care and maintenance guide downloads linked thereon), available at [www.darran.com/product-care](http://www.darran.com/product-care), which are incorporated herein by reference.

## limitations: materials/components

- › Laminates, Veneers / Finishes - 10 Years
- › Electrical lamps, Ballasts, Transformers - 3 Years
- › Pneumatic lifts, Foam - 5 Years
- › Custom products built to customers specifications - 3 Years

## warranty exclusions

Damage identified as carrier or installer related.

- › Normal wear and tear of wood products during course of ownership.
- › Color, grain, or texture of natural wood materials, laminates, and other covering materials.
- › Damages or failures resulting from misuse, abuse, negligence, improper care, modifications, or relocation.
- › Non Commercial use or locations.
- › So-called "ghost" indentions and similar damage caused by the failure to use appropriate desk or writing pads.

All Warranty Claims are subject to DARRAN-approved inspections. Disputes may involve independent third-party evaluation

## quality assurance

DARRAN manufactures in accordance with the standards set by Architectural Woodwork Institute (AWI) for Quality Standards.

Every unit produced at DARRAN is completely inspected by an independent quality control team located within each plant whose emphasis is on assembly, finish, and final inspections with empowerment to stop any unit not meeting DARRAN's high quality standards.

## light and natural finishes

The beauty of veneer and all wood products comes from the variations created by nature including color, grain, and texture. These variations are not considered defects and DARRAN's Limited Lifetime Warranty does not cover color, grain and texture variations associated with natural

wood and grain seen in any finish color. DARRAN sets standards for veneer selections; however, variations, especially apparent in light/natural finishes, will occur from one piece to another even if they are finished at the same time.

Finishes such as Clear Maple, Light/Gunstock Walnut, and Clear/Caramel Cherry will display more natural characteristics due to their light stain. Grain, pattern and color from unit to unit are not guaranteed or warranted and products will not be replaced due to these variations. Exposure to light and age will cause darkening of natural wood products; therefore DARRAN cannot guarantee or warrant finish match of new products being placed with existing products in the field.

## glass

Use of glass overlays on surfaces will void DARRAN's Limited Lifetime Warranty, unless the overlay is installed and maintained in strict accordance with DARRAN's instructions. If an overlay is to be used, please contact DARRAN for installation and maintenance instructions.

## general

Performance questions will be tested to generally accepted practices and AWI guidelines and standards for wood veneer furniture. To obtain performance of the Limited Lifetime Warranty, the purchaser should contact in writing the authorized DARRAN representatives or current dealer who sold the product to the purchaser or mail the warranty claim to:

Warranty Department  
DARRAN Furniture Industries, Inc.  
PO Box 7614  
High Point, NC 27264  
Telephone: 336-861-2400  
Toll Free: 800-334-7891  
Contact your Customer Service Representative

EXCEPT FOR THE LIMITED LIFETIME WARRANTY EXPRESSLY DESCRIBED HEREIN, DARRAN MAKES NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. DARRAN MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DARRAN WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ANY INDIRECT OR SPECIAL DAMAGES.

**The warranty as stated above, supersedes all previous warranties**

# damages, returns & repairs.

## no hassle freight damaged merchandise

DARRAN products are packed in specially designed cartons and padding that protects all edges and corners from damage. This is proven by an industry low damage rate of .0030% per total pieces shipped.

For qualified freight damage claims DARRAN will take responsibility for the claim and remedy processes including assuming total cost coverage from claim settlements. (Some items may not qualify. Contact Factory for specific details.)

## qualified claim conditions

### visible carton damage

1. Take digital pictures of the damaged carton and damaged furniture if visible damage is found upon delivery at the dock
2. Open all cartons with puncture or crushed corner damage.
3. Note any damage to the goods on the Carrier's freight bill as number of pieces damaged.

### concealed damage

1. Take digital pictures of the furniture as it sits partially unpacked. Also, photograph external and internal carton materials that correspond with the damaged area on the product.
2. Carton and damaged unit(s) must be located at the location matching the original delivery address for Carrier inspection.
3. Digital pictures must be provided of the damaged furniture and carton materials

For qualified claims per above contact DARRAN Customer Service Department at 1-800-334-7891.

## non-qualified claim conditions

1. Deliveries made to non-dock locations
2. Claims made after furniture is installed and/or removed from original delivery location
3. Carton and padding has been discarded
4. Carrier used was not DARRAN approved
5. Inspection reveals questionable damages

## replacement orders

Replacement orders entered without replacement tagging or factory authorization is considered a new order without dispute, therefore full payment is expected and will be collected.

## return shipments

DARRAN will not accept return of merchandise without a signed RA (return authorization) form.

DARRAN will specify the carrier to be used. Return bills of lading must be marked "Class 125" freight rate and a copy of the RA should be used as a packing list. All returns must be received by DARRAN within 30 days of the RA date or the products will be considered accepted by the customer.

All products being returned must be properly packed and protected to avoid freight damage. Whenever possible, use the original cartons in which the merchandise was shipped. Freight damage, signs of usage, missing parts, etc., will result in an adjustment of any credit to be issued, otherwise all sales are final.

DARRAN will issue RA's for the following reasons:

1. Manufacturing defect (inspection required)
2. Order processing error by DARRAN
3. Shipping error
4. Mismatched carton/merchandise

## specification changes

We reserve the right to change without notice any dimension, style, or specification of any model in the DARRAN line. Dimensions shown in the price list are nominal. It is the buyer's responsibility to read specification carefully when matching existing goods is desired.

## manufacturing changes

Claims of manufacturing defects will not be entertained without prior consultation with DARRAN's warranty department. Unauthorized deduction in payment of invoices will not be allowed without prior factory approval. Unapproved deductions are subject to factor's late payment charges.

## damages claims

Claims of manufacturing damage or freight damage reported as nicks, dents, scratches, etc. after installation of furniture will not be covered under warranty or freight claim.

Attention: Damage claims involving glass or stone components must be inspected and damage noted on delivering freight bill to qualify for replacement.

## repair charges

Factory authorization must be secured from DARRAN's warranty department prior to incurring repair charges. Warranty will utilize DARRAN's National Repair Service through the Furniture Medic Franchise ([www.furnituremedic.com](http://www.furnituremedic.com)).

Repair charge authorizations are based on:

- › Set travel rate
- › Average regional job rate
- › Factory set maximum repair time
- › Falsely reported defect claims are subject to local service charges being charged to dealer/distributor.

## finish maintenance

Wood office furniture and wood finishes can retain their natural beauty for life if proper care is taken and a stable environment is provided. Fluctuations in humidity and temperature cause panels and solid wood components to expand and contract and may lead to panel warpage and finish "checking" or cracking. Prolonged exposure of furniture to dry heat during winter months should be avoided. Careful examination of interior wood trim may indicate a damaging dry environment. If open joints, splits and cracks are appearing in trimwork consult with a HVAC professional for appropriate remedy.

DARRAN finishes are field repairable should damage occur. Professional furniture repair services are recommended. Regular cleaning with a non-silicone polish is recommended.

# ordering information.

## ordering

All orders should be emailed, mailed or transmitted by fax to:  
DARRAN Furniture Industries, Inc.  
PO Box 7614  
High Point, NC 27264  
email: orders@darran.com  
Fax: 336-861-6485

Remit Payment  
PO Box 63133  
Charlotte, NC 28263-3133

DARRAN will only accept orders from authorized Dealers. All orders must be accurate and detailed. All Quick Ship orders must contain Quick Ship product ONLY. Orders should be separated and submitted according to lead time. Orders must contain Quick Ship code "QS" or have designated Quick Ship lead time to ensure correct order entry. Orders that contain multiple lead time products will be entered as one order and scheduled with the most extended lead time.

## credit approval

All orders are subject to credit approval for open account. All new accounts must be approved by a local DARRAN Sales Representative and should submit current financial information and trade references to:  
DARRAN Furniture Industries, Inc. ATTN: Credit Department  
PO Box 7614  
High Point, NC 27264  
Telephone: 336-861-2400  
Toll Free: 800-334-7891  
Fax: 336-861-2512

Orders submitted without accounts pre-approval or credit approval are subject to acceptance with lead times scheduled only after approval dates.

## lead time schedule

DARRAN cannot assign a firm lead time until Credit approval and order accuracy are complete. Extended lead times due to credit or information delays are the responsibility of the Buyer.

## order delay/hold

Due to the committed manufacturing cost on Quick Ship processes, DARRAN cannot delay or hold orders, either in process or after completion.

## cancellation & order changes - fees

Acknowledged orders are considered firm orders and therefore not subject to cancellation or change. However, in the event we are able to stop an order prior to manufacturing process, we will consider cancellation or changes with a reprocessing fee of \$40.00 Net. Exceptions: Quickship orders cannot be changed or canceled after the 3rd business date after acknowledgment. Qualified changes/cancellations will be accessed a \$40.00 Net processing fee.

Changes or cancellation of order with special options or custom quoted items are also subject to additional material and vendor fee costs, plus a DARRAN special/custom reprocessing fee of \$100 Net.

## order move ups

Should an original scheduled ship date need to be improved, the Factory must be contacted 15 business days prior to the desired ship date. Move ups are subject to schedule availability.

## order acknowledgement

Upon credit approval your order will be acknowledged and identified by an order number. When making reference to your order, please use this order number. Your acknowledgment is a detailed description of our interpretation of your order, pricing, shipping information, and estimated delivery date.

If you have not received an Acknowledgment within 10 Days of order issue, contact Customer Service immediately. All Quick Ship order acknowledgments will be faxed or emailed upon request to speed processing. Please read your acknowledgment carefully for correctness and notify DARRAN immediately of any discrepancies. Failure to notify relieves DARRAN from error liability.

Order acknowledgment is the final agreement between DARRAN and the customer superseding all previous communications regarding the order. DARRAN will not be responsible for errors made on orders placed by phone without written confirmation.

## selling information

Possession of this price list does not in itself constitute the right to sell DARRAN products. DARRAN products are sold and distributed through authorized dealerships. Contact factory for a listing of local representatives and dealerships.

## invoice terms

Standard terms are NET 30 days. Finance charges of 1-1/2% will be added to delinquent accounts after 45 Days and for each 30 Days thereafter until paid.

Complaints involving newly received merchandise must be reported within 10 days from receipt to qualify for full invoice remittance suspension or term extension. Otherwise only items in dispute can be suspended from payment of invoice within terms.

## warehouse/storage

DARRAN will determine order warehousing approvals on a case by case basis. Orders that can be accommodated will be limited to a max of 30 days storage and must be invoiced at time of storage. Orders that exceed factory storage capacity will be transferred to local storage facilities subject to current storage rates and handling-transit charges. Storage charges must be paid prior to order release to shipping.

# gsa customer information

Executive Office and Conference Room  
Furniture  
FSC Group 71

GSA Contract Number: GS-27F-001DA  
Contract Period: November 3, 2015 through  
November 2, 2020

DARRAN Furniture Industries, Inc.  
PO Box 7614  
High Point, NC 27264  
336.861.2400, Fax: 336.861.6485

On-line access to contract ordering  
information, terms and conditions, up-to-date  
pricing, and the option to create an electronic  
delivery order are available through GSA  
Advantage!, a menu driven database system.  
The INTERNET address for GSA Advantage is  
<http://www.fss.gsa.gov>

For more information on ordering from  
Federal Supply Schedules, click on the FSS  
Schedules button at <http://www.fss.gsa.gov>

Size of Business: Woman-Owned Small Business

Special Item Numbers  
711-8: Executive Office Furniture  
711-9: Executive Conference Room Furniture  
711-11: Tables and Accessories  
711-16: Upholstered Seating  
711-18: Multi-purpose Seating, Guest Seating

**1. Minimum Order:** \$100

**2. Geographic Coverage:** 48 Contiguous States  
and the District of Columbia.

**3. Point of Production:** High Point, North  
Carolina (Randolph County).

**4. Discount:** Prices shown herein are List  
(Discount is 56.9% Off List).

**5. Quantity Discounts:**  
• \$467,837 List to \$1,000,000 List = 59.70%  
• \$1,000,001 List to \$1,315,789 List = 61.70%

**6. Prompt Payment Terms:** ½% - Net 15 Days,  
Net 30 Days

Note: Information for Ordering Offices: Prompt  
payment terms cannot be negotiated out of  
the contractual agreement in exchange for  
other concessions.

**7. Foreign Terms:** None

**8. Time of Delivery:** Regular Product: 60 - 90  
days after receipt of order Quick Ship Program:  
Contact DARRAN

**8a. Quick Ship Program:** Items available for  
expedited delivery are included in main Price  
Lists.

**8b. Overnight and 2-day delivery:** Contact  
DARRAN

**8c. Urgent Requirements:** Will be considered

on an individual basis. Contact DARRAN for  
details.

**9. FOB Point:** All destinations are limited to  
Commercial docks only. Carriers may refuse  
non-dock deliveries.

**9a. Freight Prices:**

- a. All prices shown are suggested list prices  
with freight included where indicated.
- b. Freight allows delivery to one qualified  
destination.
- c. Within the Continental USA, all orders above  
\$1,500 net are shipped FOB factory, freight  
prepaid and allowed. All orders less than  
\$1,500 net will be subject to a \$100 net  
freight charge.

**10. Ordering Address:**

DARRAN Furniture Industries  
PO Box 7614  
High Point, NC 27264  
Ph: 800.334.7891  
Fax: 336.861.6485  
Email: [orders@darran.com](mailto:orders@darran.com)

**10a. Payment Address:**  
DARRAN Furniture Industries  
PO Box 63133  
Charlotte, NC 28263-3133

**11. Warranty Provision:** Limited Lifetime  
(Contact DARRAN for details).

**12. Export Packing Charges:** Quoted on request

**13. Terms and Conditions:** Order Cancellation  
/ Changes.

**13a. Restocking / Returns:** No merchandise  
may be returned without a return  
authorization and shipping instructions. Return  
Authorization depends on the nature of the  
claim and if the product has been modified or  
customized to the customer's specifications. No  
credit or allowance will be given for repairs to  
defective materials unless DARRAN has given  
authority to make such repairs. If return is  
authorized a restocking fee of 25% will apply.

**13b. Cancellation:** No cost prior to production.  
After production has begun, only actual cost  
incurred will be billed to the Government  
that cannot be recovered through resale in 6  
months.

**14. Terms and Condition of Rental,  
Maintenance and Repair:** Consult the Factory.

**15. Terms and Conditions of Installation:**  
Installation by a Third party quoted on a per  
job basis. The ordering must specify what  
ranges of installation services are required.

**16. Terms and Conditions of Repair Parts:**  
Contact DARRAN for details.

**17. List of Service and distribution points:**  
Contact DARRAN for details.

**18. Preventative Maintenance:** Information  
enclosed with product.

**19. List of Participating Dealers:** Contact  
DARRAN for details.

**20. Environmental Attributes:** DARRAN is  
compliant with EPA standards. All plywood  
core material is CARB 2 compliant and contains  
recycled content. DARRAN products are MAS  
Certified for Indoor Air Quality.

**20a. Recyclable and Recycled Content  
Packaging:** The corrugated packaging that  
is supplied to DARRAN, meets the federal  
mandate that requires the paperboard to be  
composed of 30%-50% recycled paper, and  
in some cases the recycled content is close to  
100%.

**20b. Chemical Emission:** DARRAN finishes its  
products in an ENVI-CT Finish (Environmental  
Coatings Technology) and they are finished  
with a low VOC Conversion Varnish. These  
ENVI-CT finishes allow DARRAN's products to  
be MAS Certified Green under the ANSI BIFMA  
X7.1 Standard. Products assist with LEED 4.5  
Credit.

**20c. Vapor Emissions:** DARRAN's ENVI-CT  
finishes use the latest environmental coatings  
technology to provide lasting durability  
and exceptional clarity with BACGUARD  
Silver anti-microbial protection built-in. The  
ENVI-CT finishes allows DARRAN desks and  
workstations to be MAS Certified Green  
meeting LEED Credit 4.5.

**21. Duns Number:** 08-363-5318

**22. Cage Code:** 0Y-6B6

**23. Federal ID Number:** 56-117-1971

**24. NAICS Code:** 337211

**25. SAM Network:** DARRAN is a registered  
Woman Owned Small Business.

**26. Terms and Conditions of Government  
Credit Card Acceptance:**

- a. No discount allowed for payment by  
Government Purchase Card.
- b. Provide commercial credit card number and  
expiration date.
- c. Provide individual's name as it appears on  
credit card.
- d. Provide telephone number of individual to  
whom credit is issued.

**26a. Government Purchase Cards are accepted  
below the Micro Purchase Threshold.**

**26b. Government Purchase Cards are accepted  
above the Micro Purchase Threshold.**

# freight.

## shipping schedule

DARRAN will make every effort to match shipping requests that are clearly noted on orders. However, the company accepts no liability for failure of delivery and/or delay if the occurrence is outside the control of DARRAN. To ensure specific time arrival, we recommend arranging single stop, designated load carriers. Less than trailer load (LTL) shipments cannot be coordinated for a guaranteed delivery time.

## prices

- › All prices shown are suggested list prices with freight included where indicated.
- › Freight allows delivery to one qualified destination.
- › Within the Continental USA, all orders above \$1,500 net are shipped FOB factory, freight prepaid and allowed. All orders less than \$1,500 net will be subject to a \$100 net freight charge.
- › If shipment unloading takes longer than the specified 3 hours, a charge of \$100 per hour will be billed.

## call before delivery request

DARRAN will arrange for carriers to call before delivery when requested.

Important non-qualified destinations DARRAN prepaid freight pricing does not include delivery to:

- › Residential Areas
- › Restricted Commercial Areas
- › No Dock Locations
- › Inside delivery/setup service

Orders received and installed without professional Furniture Installers voids all Warranty Coverage.

## carrier selection

DARRAN selects and uses only carriers specialized in furniture transportation. Customer requested carriers can be authorized using Freight Excluded pricing with invoice add-on.

## express carriers

DARRAN assumes no responsibility for charges incurred caused by delayed or late deliveries. If a guaranteed delivery time is needed please call DARRAN Customer Service at 1.800.334.7891 for a quote as additional charges will apply. Weekend or after-hours deliveries are subject to additional charges.