

## Ordering Information

### Orders

All orders must be complete and in writing to avoid error or duplication. Review this Ordering Guide to ensure necessary information is included on your purchase. Omission of pertinent information may cause delays in production of your order.

### Acceptance

Order acceptance is contingent upon credit approval. Accepted orders will be acknowledged with a CCN Acknowledgement Form; this document is final and binding. CCN International is not responsible for any misinterpretation unless notification is made to CCN within 10 days after order acceptance. CCN attempts to clarify all purchase orders. In the event the catalog number and description differ, the catalog number will prevail. It is the customer's responsibility to check the Acknowledgement Form for errors. If a specific date is required for delivery, please indicate on your purchase order and we do our best to accommodate your request. All acknowledgements contain an estimated shipping date. Buyer may be held liable for storage charges if not ready to receive goods when orders are completed.

### Prices

Customer agrees to pay for all items ordered from CCN in accordance with the published price list in effect at the date of order acceptance, or in the case of modified product, the factory quote. For quoted products, please include CCN quote number on your purchase order. Prices and specifications are subject to change without notice.

### Terms and Discounts

Standard terms of sale for CCN are net thirty (30) days from date of invoice. All prices are quoted F.O.B. factory. Dealer discounts in effect between CCN and authorized CCN dealers will be honored from list price unless another agreement between both parties has been made. Finance charges will be assessed on overdue balances.

### Deposit

CCN typically requests a minimum deposit of 50% prior to commencement or shipment of merchandise. CCN will request the exact amount required and the date due in writing.

If you have been notified that a deposit is required, production will cease if deposit is not received by specified date. Your responsiveness to deposit requests may affect your lead-time.

### Specifications

CCN International's ongoing product improvement program may result in changes in design, construction, or discontinued products without notice.

### Changes and Cancellations

Any order changes or requests for cancellation after receipt of the CCN order acknowledgement are subject to our ability to conform and will be subject to a charge for our expense of materials, labor or other costs incurred by CCN, depending on the status of the order at the time of the change or cancellation request.

### Return Goods Authorization

CCN will not accept the return of merchandise for any reason, without prior approval from CCN Management and Customer Service Department. Unauthorized returns will be refused.

### Shipping

CCN International orders will be shipped freight collect, bill third party or prepaid and added to the invoice. Shipments will be made "best way" unless a carrier has been specified by the purchaser. Large items such as reception desks must be shipped by a blanket wrapped carrier. All orders are shipped F.O.B. factory. Customer bears risk of loss or damage during shipment. We will make every attempt to ship orders complete and on schedule; however CCN reserves the right to make partial shipments. If a customer requests postponement of delivery after production has begun, CCN reserves the right to transfer furniture to storage at the customer's own risk and expense or assess storage charges for furniture stored at CCN if space is available. Such transfer or storage shall be deemed delivery to customer for all applicable invoicing and payment. Specific delivery dates and times cannot be guaranteed. However, CCN recognizes the importance of coordinating delivery and installation and will forward requests to the trucking company. Under no circumstances will CCN or the trucking company be held responsible for any costs incurred due to late delivery.

### **Freight Damage and Claims**

CCN is not responsible for damage to furniture which occurs in transit or storage. Each shipment is packed by expert packers and responsibility for loss or damage is with the delivering carrier. Acceptance of the shipment from CCN is acknowledgement that all articles were packed properly and delivered in excellent condition. If concealed damage is discovered after unpacking merchandise notify the CCN immediately. Do not destroy packing materials until the shipment has been inspected. CCN suggest the words "subject to inspection" accompany the signature if the goods are cartoned and cannot be examined at the time of receipt. Please do not refuse any shipment, since by doing so you abandon all rights to the shipment. In all cases, the burden of proof for liability rests with the claimant. Good receiving practices and proper inspection of goods at the time of delivery for all shipments will help to insure all bonafide claims are collected from the transportation companies.

### **Warranty**

CCN International warrants its furniture to be free from defects in material and workmanship under normal use and service for a period of one year from the date of shipment. During this warranty period, CCN International's obligation is limited only to the repair, or at its discretion, the replacement of such furniture which, upon return to factory or upon examination, proves to be defective. Any damages incurred during transit or damages incurred by the customer are not applicable under this warranty. CCN International makes no other warranty, either expressed or implied, including without limitation the product's condition, its merchantability, or its fitness for any particular use or purpose.

## **Materials**

### **Wood Products**

All pieces are built with 45 lb. per cubic foot density engineered composite board, faced with plain sliced bookmatched veneer, unless otherwise noted in individual product description. All exterior faces are premium grade veneer with specific veneer piece count determined by the width of the panel. All exposed edges are solid wood applied with a moisture content between 6% and 8%. All end panels have an internal lumber core band at the bottom, allowing secure connection of adjustable leveling hardware and minimizing moisture wicking from damp floor conditions.

### **Hardware used to build CCN Products**

All casegoods are equipped with adjustable levelers with plastic glides to assure level set-up and protection of floor coverings. All pieces are constructed square to sit level on flat surfaces. Hinged doors have fully concealed three-way adjustable hinges. Doors with exposed hardware or bottom edge access have magnetic catch. Doors without pulls use a touch latch to open. Access panels are mounted using clips with bolts to hold in place.

### **Construction of CCN Products**

All casegoods are glued and clamped with dowels or compressed splines. Pedestals and modesty panels are secured with screws and reinforced with glue cleats. Metal connectors are used in conjunction with type A screws where a knockdown joint is necessary.

Any exposed undersides of panels or surfaces are sprayed with a high solids sealer to improve stability of the item under varying climate conditions.

## Care and Maintenance

Certain precautions will preserve the beauty of your new wood furniture.

High or low humidity extremes can causing warping, cupping, veneer checking, and joint separation. CCN will not be responsible for the humidity controlled care of the item once it leaves the factory.

Wet objects should be placed on coasters and writing should be done on a desk pad. Sharp metal objects such as keys, spring binders, and briefcase hinges should be kept from direct contact with the furniture. Bottoms of decorative items, such as flower vases and desk accessories should also be protected.

Contact between finish and certain plastic compounds may result in discoloration and finish damage. CCN recommends the use of felt pads under plastic telephones, typewriter or business machine feet to protect the finish.

Dust build-up, may scratch or dull the surface if not removed correctly. Simply wipe the surface with a cloth dampened with a mild detergent and dry with a soft towel. Avoid the use of ammonia based products, polish containing wax or silicone oils as they may cause damage if used over a long period of time. The finish is durable and resistant to most ordinary spills. However, spills should be wiped up promptly to avoid potential problems. Fingerprints, smoking residue, etc., accumulates on any finished surface. None of these contaminants will harm our finish, but they should be periodically removed to restore the finish to its original luster. Just wipe the surface with a cloth dampened with a non-wax containing polish or mild detergent solutions.

## Anticipation of Color Change

All wood is photosensitive and changes color over time. This natural change occurs depending on the initial color of the wood and is especially apparent with lighter finishes. Some woods may change dramatically with exposure to direct sunlight. When ordering additional pieces for an existing installation, it is advisable to submit a finish sample with your order.