

GENERAL INFORMATION

CONTACT LESRO ORDERING

Tel: 860.243.3226 or 800.275.7545
Email: customerservice@lesro.com

Fax: 860.243.5392
Website: www.lesro.com

Lesro products can be purchased through authorized resellers only. When placing an order please specify our 8-digit model #, quantity, frame finish color, fabric pattern, fabric color and laminate name where applicable

CONFIRMATIONS

Orders will be confirmed by Lesro. It is the buyer's responsibility to detect any error or discrepancy and to report it immediately to Lesro by phone or email.

CREDIT POLICY

Lesro will extend credit to approved customers with current accounts. New customers must prepay 50% of the first order and submit a credit application including bank and trade references with current email addresses for review. Upon credit approval, the initial order will ship with 50% credit, subject to approved credit limits. Subsequent orders will be shipped on open credit, subject to approved credit limits and current account status.

PAYMENT TERMS

All orders are invoiced at net 30 day payment terms.

SHIPPING TIMES

Standard Shipment: Most orders, including orders for standard and custom fabric, healthcare vinyl, PVC free polyurethane, Crypton, SOM and COM material will ship within 2 to 4 weeks from receipt of order. If faster shipping times are needed, please contact us.

SUPERSHIP Service: When faster shipping is needed, Lesro's **SUPERSHIP** service can ship all Lesro products except conference tables within 48 hours from receipt of order. Only standard frame finishes and fabric, vinyl, PVC free polyurethane and Crypton shown on our **EXPRESS SELECTIONS CARD** are available for **SUPERSHIP**. Orders must be placed by 2:00 pm EST to qualify. There is no additional charge for this service, simply request when ordering.

FABRIC

Lesro offers an extensive selection of fabric, healthcare vinyl, PVC free polyurethane and Crypton. **All fabric, healthcare vinyl, PVC free polyurethane and Crypton are available on all products lines.** Sample cards and individual samples are available upon request at no cost. Please call for details.

Additionally, Lesro offers SOM (Special Order Material) service from most fabric suppliers. See pages 8 - 12 for more information.

COM (Customer's Own Material) service is also available. COM service is priced at Grade 3. COM yardage shown in this price guide is for solid, non-directional fabrics only. Print and directional patterns may require additional yardage. Please submit a 1/2 yard sample with product specifications for approval prior to submitting COM orders. To ensure that there are no delays in the production of your order please provide tracking information for your COM fabric at the time of order.

DIMENSIONS

Overall dimensions shown in this price guide are maximum dimensions. Inside dimensions shown in this price guide are minimum dimensions.

SURFACE SELECTIONS

Lesro offers a wide range of surface finishes and laminates for our products. Please refer to our Surface Selections brochure or www.lesro.com for full details. Although Lesro recommends certain options for each product line, any of our laminates and any of our steel or wood finishes can be used on any of our product lines.

CUSTOM FINISHES

Wood

Custom wood finish matching is available on all our wood products. Please send a finish sample to Lesro and we will send a matching finish sample to you for approval. Add \$25 per seat or table to the published list price for the item to determine the new list price. A combined quantity of 12 items is needed for this service.

Metal

Custom paint color matching is available on all our steel products. Please send a paint color sample with the manufacturer's name, product name and catalog number to Lesro and we will send a matching paint sample to you for approval. Add \$25 per seat or table to the published list price for the item to determine the new list price. A combined quantity of 12 items is needed for this service.

Laminate

Lesro will substitute other high pressure laminates (HPL) when requested. Please send a sample of the laminate with the manufacturer's name, product name and catalog number to Lesro for approval. Pricing may vary depending on the laminate selected and the quantity of items ordered. Please contact Lesro for additional information.

CUSTOM DESIGNS

Lesro is able to accommodate a wide range of custom design requests due to the flexibility of our manufacturing operation and the modularity of our products. Please let us know if you need something that does not appear in this pricer. For example:

- Longer seat groupings are available for many of our product lines. (6-seater, etc.)
- Connecting tables can often be used between oversize and bariatric chairs, not just guest chairs.
- Most multi-seat units can utilize any combination of full arms and half arms in any position along their length.
- Power units can be put in many of our tables and their locations can often be customized.

FIRE CODES

All Lesro seating meets the flammability requirements of the California Bureau of Home Furnishings Technical Bulletin 117-2013 (CAL TB 117-2013).

All Lesro seating can be manufactured to meet the requirements of the CAL TB 133 fire code. Please refer to Lesro fabric cards for approved fabrics. **Add \$59 per COM yard** to the appropriate published list price for all products requiring CAL TB 133 fire code approval. COM yardages are found in the specifications columns of this price guide.

Example: Our Fremont Guest Chair, Model# E1401G8 found on page 14, requires 6 COM yards. Add \$354 to the appropriate published list price of this product for CAL TB 133 fire code approval (\$59 x 6 yards = \$354).

ANSI/BIFMA

All Lesro products meet or exceed ANSI/BIFMA requirements.

GENERAL INFORMATION

WEIGHT CAPACITY

Product	Fremont	Ravenna Siena	Belmont Brewster Savoy Somerset	Amherst Steel Amherst Wood Avon Brooklyn Lenox Steel Mystic Guest Newport Weston	Concord Mystic Lounge	All Other
Guest & Armless Chairs	500 lbs.	400 lbs.	400 lbs.	275 lbs.	350 lbs.	275 lbs.
Oversize Guest Chair	NA	500 lbs.	500 lbs.	400 lbs.	NA	400 lbs.
Bariatric Guest Chair	750 lbs.	NA	750 lbs.	750 lbs.	750 lbs.	NA
Café Chair & Stool	NA	NA	NA	275 lbs.	350 lbs.	NA
Hip Chair	NA	NA	NA	275 lbs.	NA	NA
Hip Chair Oversize	NA	NA	NA	400 lbs.	NA	NA
Lounge Chair	NA	NA	NA	400 lbs.	NA	NA
Loveseat	600 lbs.	550 lbs.	550 lbs.	550 lbs.	600 lbs.	NA
Sofa	700 lbs.	*	NA	*	700 lbs.	*
Units w/Center Arms	*	*	*	*	NA	*
1 Seat Bench	400 lbs.	400 lbs.	NA	275 lbs.	NA	275 lbs.
Loveseat Bench	NA	500 lbs.	NA	NA	NA	NA
2 Seat Bench	600 lbs.	*	NA	550 lbs.	NA	*
3 Seat Bench	700 lbs.	*	NA	650 lbs.	NA	*
4 Seat Bench	NA	*	NA	NA	NA	*
5 Seat Bench	NA	*	NA	NA	NA	*

*Weight capacity on all ganged seating, either sofas, units with center arms, or benches, is the same as the appropriate guest chair capacity **per seat only**. Example: Our Hartford 3 Seat Sofa, Model# HF3101G5 found on page 54 has a weight capacity of 275 lbs. per seat and can accommodate 3 people weighing up to 275 lbs. each, but will not accommodate 1 person weighing 825 lbs.

LIMITED LIFETIME WARRANTY

All Lesro frames and assemblies are warranted to be free from defects in materials and workmanship under normal use and conditions for the life of the product. All fabric, vinyl, PVC free polyurethane and Crypton coverings are warranted for 2 years from the date of shipment.

This warranty is valid only if the product is used for the purpose for which it was intended. It does not cover products that have been damaged by negligence, misuse or accident, have been installed or assembled incorrectly, or have been modified or repaired by unauthorized persons.

Warranty coverage is at Lesro's discretion, subject to verification. Should service be required by reason of defect or malfunction, Lesro will provide replacement parts, repair or replace the product without charge. This warranty does not apply to damage caused by a freight carrier.

DISCONTINUED PRODUCTS

The following products have been discontinued. *Limited quantities may be available.* Please contact customer service for availability.

Accessories (Magazine Racks and Costumers)
Ergo Backs (Classic and Contour)
Tempe

SHOWROOM SAMPLES

Showroom samples are available. Please contact your sales representative for details

FREIGHT POLICY

Orders with destinations within the continental U.S. totaling \$2,000 list or greater and shipping to one(1) destination will qualify for free shipping. Orders totaling less than \$2,000 list will be subject to shipping charges calculated at 5% of total list.

For orders shipping to AK, HI, Canada or other international destinations, please call for a freight quote.

Most Lesro products can ship via UPS/FedEx Ground. Conference and Café tables must ship by common carrier. All common carrier shipments are dock-to-dock only. We will ship by the most efficient and economical method at our discretion. Additional charges will apply if non-standard or special shipping services are requested (liftgate, inside delivery, etc.). Please contact us if you have specific shipping requirements.

BROKEN CARTON CHARGES

A small number of Lesro products are packaged 2 pieces per carton. (Avon and Concord) If a single piece or an odd number is ordered we will assess a Broken Carton Charge of \$20 net.

ASSEMBLY SERVICES

Lesro will ship most seating products fully assembled upon request. The cost for this service is 5% of the grade 2 list price and is subject to a minimum total order value of \$2,000 list. Note that 4 and 5-seaters must ship in multiple cartons with only minimal assembly required at site. Conference, café and occasional tables cannot ship assembled.