

# IWC

## IMPERIAL WOODCRAFT

**Quality Workplace Furniture**

Proudly Made in the USA

**Factory Will Call**

Imperial Woodcraft  
11775 Slauson Avenue  
Santa Fe Springs, CA 90670  
**562-464-2570**  
[www.imperialwoodcraft.com](http://www.imperialwoodcraft.com)

# TERMS AND CONDITIONS

## Imperial Woodcraft

### 1. Payment Terms

A line of credit may be established upon acceptance of satisfactory references and the completion and signing of credit application. All new accounts are required to submit a 50% deposit of the order amount prior to the order entry, and balance at the time of pick up. Imperial Woodcraft standard terms are Net 30 days. Discount or credit terms may be changed or cancelled at any time. If payments are not made according to Imperial Woodcraft terms of sale, New orders will not be scheduled, and held by the credit department, the unpaid balance shall be subject to late charges of 1.5% per month, or 18% per year. Factory authorization must be approved prior to incurring any repair charges or charge backs.

The customer will be liable for any cost incurred in attempting collection of past due amounts, including attorney fees, whether or not a lawsuit is pursued.

Please respect these terms in order to protect your account standing.

Possession of this price book does not constitute authority to purchase. Company checks, cash, are terms of payment for approved accounts.

A \$35.00 fee will be charged for returned checks.

Hours; Order Desk/Customer Service: Monday - Friday - 8:00 a.m. to 5:00 p.m. PST.

Shipping & Receiving: 8:00 a.m. to 4:00 p.m. PST.

### 2. Prices

All prices are suggested retail and are subject to change without notice. Every effort is made to notify all customers of any changes. All prices are effective with the date printed on the cover of List Pricer, and supersede all other published prices.

An order acknowledgement will be faxed or emailed to you, to confirm receipt, quantities, items ordered, and prices effective at the time of the order, acceptance is agreement. If we do not acknowledge your order, we did not receive it. (unless written deviation is given) Be sure to read these acknowledgements and contact us immediately if incorrect.

### 3. Shipping

Complete and specific instructions for shipping should be given at the time order is placed. Orders that do not have specific acceptable instructions will be processed as "Will-Call". ANY changes to shipping instructions must be faxed or e-mailed to, and acknowledged by our office. Shipping weight and dimensions shown are subject to variation. Imperial Woodcraft will not be held responsible for issues or costs to the customer arising from carrier transit delays or missed appointments.

### 4. Freight Claims

It is the responsibility of the Customer/Receiver to examine all merchandise at the time of delivery, for any evidence of damage. All cartons must be opened and the contents checked for concealed damage. If the shipment is received short or damaged, Receiver MUST make a note on the Bill of Lading and file a claim with Carrier. Make sure carrier signs Bill of Lading with the discrepancy, Save the carton from the damaged product.

Please do not refuse merchandise damaged in transit. All Product is picked up in good condition. Imperial Woodcraft is not responsible for losses or damage which occur in transit or storage.

### 5. Standard Lead Time

Imperial Woodcraft standard lead time is 1-3 weeks. Orders with C.O.M., C.S.M. special colors etc. will vary, depending on availability of special materials. If a rush order is needed, please call Customer Service.

### 6. Order Changes/Cancelations

Changes made that alter material requirements to an order, once it has been placed into production or after fabric has been ordered is subject to a 30% change order charge.

All changes must be made in writing and confirmed by Imperial Woodcraft.

### 7. C.O.M. (Customer's Own Material)

A deposit of 50% may be required on C.O.M. orders. A 30% restocking charge on any cancelled orders may apply.

### 8. Custom Stain Matching

Imperial Woodcraft offers stain match orders, there is a List cost of \$200 per order, and 10% upcharge per item.


Customer must send Imperial Woodcraft the wood sample you would like us to match, along with the quantity, model and style of item to be ordered. Imperial will produce a strike-off and send it to our customer for approval. Once a signed sample approval form, and Purchase Order is returned, we will place the order in our next regularly scheduled production.


### Wood Disclaimer;


**Due to natural variations in wood, the furniture that you receive may vary in color and grain from the sample.**


### Product Design


Imperial Woodcraft reserves the right to make any changes to design and construction or discontinue products without prior notice.


ARCADIA		MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	ARC-1-L	4-Leg Guest Chair			\$395	\$429	\$488	\$526	\$608	\$690	\$756	\$894
	ARCFB-1-L	Add \$35 For Full Back										


ATLANTA		MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	ATL-1-L	4-Leg Guest Chair			\$360	\$392	\$450	\$487	\$566	\$645	\$709	\$844
	ATLFB-1-L	Add \$35 For Full Back										


BRISTOL		MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	BRI-1-L	4-Leg Guest Chair			\$500	\$533	\$593	\$631	\$712	\$794	\$860	\$999
	BRI-2-L	4-Leg Two Seater			\$1,000	\$1,066	\$1,186	\$1,261	\$1,425	\$1,588	\$1,720	\$1,997
	BRI-3-L	4-Leg Three Seater			\$1,500	\$1,599	\$1,779	\$1,892	\$2,137	\$2,382	\$2,580	\$2,996
	BRI-4-L	4-Leg Four Seater			\$2,000	\$2,133	\$2,371	\$2,522	\$2,849	\$3,177	\$3,441	\$3,994
		Gangable										
	BRIFB-1-L	Add \$35 For Full Back										

CAMBRIA		MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	CAM-1-L	4-Leg Guest Chair			\$716	\$749	\$809	\$846	\$928	\$1,010	\$1,076	\$1,214


HAMPTON	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	HAM-1-L	4-Leg Guest Chair		\$461	\$494	\$554	\$592	\$673	\$755	\$821	\$960
	Gangable										
MILA	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	MIL-1-S	Sled Base Guest Chair		\$488	\$522	\$581	\$619	\$701	\$783	\$849	\$987
	MIL-2-S	Sled Base Two Seater		\$976	\$1,043	\$1,163	\$1,238	\$1,402	\$1,565	\$1,697	\$1,974
	MIL-3-S	Sled Base Three Seater		\$1,464	\$1,565	\$1,744	\$1,857	\$2,103	\$2,348	\$2,546	\$2,961
	MIL-4-S	Sled Base Four Seater		\$1,952	\$2,087	\$2,326	\$2,477	\$2,804	\$3,131	\$3,395	\$3,948
	Gangable										
NEWPORT	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	NEW-1-L	4-Leg Guest Chair		\$548	\$582	\$641	\$679	\$761	\$843	\$909	\$1,047
	NEW-2-L	4-Leg Two Seater		\$1,096	\$1,163	\$1,283	\$1,358	\$1,522	\$1,685	\$1,817	\$2,094
	NEW-3-L	4-Leg Three Seater		\$1,644	\$1,745	\$1,924	\$2,037	\$2,282	\$2,528	\$2,726	\$3,141
	NEW-4-L	4-Leg Four Seater		\$2,192	\$2,326	\$2,565	\$2,716	\$3,043	\$3,370	\$3,634	\$4,188
	NEW-1-C	4-Leg W/Casters		\$585	\$619	\$678	\$716	\$798	\$880	\$946	\$1,084
	Gangable										
OCEANO	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	OCE-1-L	4-Leg Guest Chair		\$594	\$627	\$687	\$725	\$807	\$888	\$954	\$1,093
	OCE-1-LB	4-Leg Bariatric Chair		\$1,022	\$1,055	\$1,115	\$1,152	\$1,234	\$1,316	\$1,382	\$1,520


RENO	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	REN-1-L	4-Leg Guest		\$452	\$484	\$542	\$579	\$658	\$738	\$802	\$891
	REN-2-L	4-Leg Two Seater		\$810	\$875	\$991	\$1,064	\$1,223	\$1,382	\$1,510	\$1,778
	REN-3-L	4-Leg Three Seater		\$1,526	\$1,266	\$1,440	\$1,549	\$1,788	\$2,026	\$2,218	\$2,665
	REN-4-L	4-Leg Four Seater		\$1,884	\$1,657	\$1,889	\$2,034	\$2,353	\$2,670	\$2,926	\$3,552
Gangable											


SEBRING	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	SEB-1-L	4-Leg Guest Chair		\$363	\$395	\$453	\$490	\$569	\$649	\$713	\$847
SEBFB-1-L Add \$35 For Full Back											

STELLA	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	STE-1-L	4-Leg Guest		\$502	\$535	\$595	\$633	\$715	\$796	\$862	\$1,001
	STE-2-L	4-Leg Two Seater		\$1,004	\$1,071	\$1,190	\$1,266	\$1,429	\$1,593	\$1,725	\$2,002
	STE-3-L	4-Leg Three Seater		\$1,506	\$1,606	\$1,785	\$1,899	\$2,144	\$2,389	\$2,587	\$3,002
	STE-4-L	4-Leg Four Seater		\$2,008	\$2,142	\$2,381	\$2,531	\$2,859	\$3,186	\$3,450	\$4,003
	STE-1-C	4-Leg w/Casters		\$543	\$576	\$636	\$673	\$755	\$837	\$903	\$1,041
Gangable											
STEFB-1-L Add \$35 For Full Back											

	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8

TAMPA	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	TAM-1-L	4-Leg Guest Chair		\$632	\$665	\$725	\$763	\$845	\$927	\$993	\$1,131


TAMPA Armless	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	TAM-AL-1-L	4-Leg Armless Guest		\$632	\$665	\$725	\$763	\$845	\$927	\$993	\$1,131

VENICE	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	VEN-1-L	4-Leg Guest Chair		\$545	\$578	\$638	\$675	\$757	\$839	\$905	\$1,043
	VEN-1-S	Sled Base Chair		\$558	\$591	\$651	\$689	\$770	\$852	\$918	\$1,057


VENFB-1-L Add \$35 For Full Back

	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
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CARDIFF	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	CAR-24-LB	Low Back Lounge Chair		\$829	\$896	\$1,015	\$1,091	\$1,254	\$1,418	\$1,550	\$1,827
	CAR-24-MB	Med Back Lounge Chair		\$881	\$948	\$1,067	\$1,143	\$1,306	\$1,470	\$1,602	\$1,879
	CAR-24-HB	High Back Lounge Chair		\$905	\$983	\$1,123	\$1,211	\$1,401	\$1,592	\$1,746	\$2,069


COLIMA	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	COL-1	Club Chair		\$887	\$998	\$1,198	\$1,323	\$1,596	\$1,868	\$2,089	\$2,550
	COL-2	Love Seat		\$1,340	\$1,451	\$1,836	\$2,038	\$2,474	\$2,910	\$3,262	\$4,000
	COL-3	Sofa		\$2,152	\$2,419	\$2,897	\$3,199	\$3,853	\$4,507	\$5,035	\$6,142


CONCORD	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	CON-1	Club Chair		\$1,107	\$1,215	\$1,408	\$1,530	\$1,795	\$2,060	\$2,273	\$2,721
	CON-2	Love Seat		\$1,547	\$1,719	\$2,029	\$2,224	\$2,647	\$3,071	\$3,413	\$4,129
	CON-3	Sofa		\$1,798	\$2,035	\$2,461	\$2,729	\$3,311	\$3,893	\$4,364	\$5,349


MALIBU	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	MAL-1	Club Chair		\$841	\$896	\$996	\$1,059	\$1,195	\$1,331	\$1,441	\$1,672
	MAL-2	Two Seater		\$1,440	\$1,551	\$1,750	\$1,876	\$2,149	\$2,421	\$2,641	\$3,103
	MAL-3	Three Seater		\$2,114	\$2,280	\$2,579	\$2,768	\$3,177	\$3,585	\$3,916	\$4,607

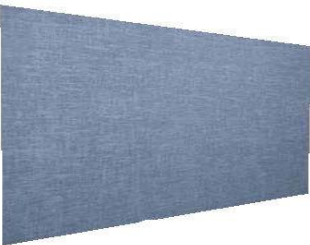
MALIBU Armless	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	MAL-AL-24	Armless Club Chair		\$798	\$931	\$1,170	\$1,321	\$1,648	\$1,975	\$2,239	\$2,793
	MAL-AL-48	Armless Love Seat		\$1,456	\$1,567	\$1,766	\$1,892	\$2,164	\$2,437	\$1,456	\$3,118
MALIBU CLUB	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	MAL-UA-1	Club Chair		\$935	\$1,069	\$1,308	\$1,459	\$1,786	\$2,113	\$935	\$2,930
	MAL-UA-2	Two Seater		\$1,498	\$1,675	\$1,994	\$2,195	\$2,631	\$3,067	\$3,420	\$4,157
	MAL-UA-3	Three Seater		\$2,171	\$2,438	\$2,916	\$3,218	\$3,872	\$4,526	\$5,054	\$6,161
OXFORD	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	OXF-1	Club Chair		\$1,222	\$1,334	\$1,533	\$1,658	\$1,931	\$2,204	\$2,424	\$2,885
	OXF-2	Love Seat		\$2,444	\$2,667	\$3,065	\$3,317	\$3,862	\$4,407	\$4,847	\$5,770
	OXF-3	Sofa		\$3,666	\$4,001	\$4,598	\$4,975	\$5,793	\$6,611	\$7,271	\$8,654
SINTRA	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	SIN-1	Guest Chair		\$851	\$962	\$1,161	\$1,287	\$1,559	\$1,832	\$2,052	\$2,513




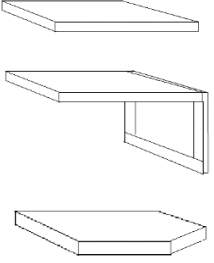


SOLANA	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	SOL-1	Club Chair		\$853	\$964	\$1,164	\$1,289	\$1,562	\$1,834	\$2,055	\$2,516
	SOL-2	Love Seat		\$1,306	\$1,484	\$1,802	\$2,004	\$2,440	\$2,876	\$3,228	\$3,966
	SOL-3	Sofa		\$2,118	\$2,385	\$2,863	\$3,165	\$3,819	\$4,473	\$5,001	\$6,108

SYDNEY	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	SYD-LB-24	24" wide 32" Low Back		\$965	\$1,030	\$1,146	\$1,219	\$1,378	\$1,537	\$1,665	\$1,934
	SYD-HB-24	24" wide 47" High Back		\$986	\$1,061	\$1,197	\$1,282	\$1,468	\$1,653	\$1,802	\$2,116
	SYD-PP	Privacy Panel		\$323	\$355	\$413	\$450	\$529	\$609	\$673	\$807

YORK	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	YOR-1	Club Chair		\$1,002	\$1,113	\$1,312	\$1,438	\$1,711	\$1,983	\$2,203	\$2,665
	YOR-2	Love Seat		\$2,004	\$2,227	\$2,625	\$2,876	\$3,421	\$3,967	\$4,407	\$5,329
	YOR-3	Sofa		\$3,006	\$3,340	\$3,937	\$4,315	\$5,132	\$5,950	\$6,610	\$7,994

Tackboards	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	TB-	12" x 24"		\$135.00	\$157.00	\$197.00	\$222.00	\$277.00	\$331.00	\$376.00	\$468.00
		12" x 36"		\$155.00	\$177.00	\$217.00	\$242.00	\$296.00	\$351.00	\$395.00	\$487.00
		12" x 48"		\$155.00	\$177.00	\$217.00	\$242.00	\$297.00	\$351.00	\$395.00	\$487.00
		12" x 60"		\$221.00	\$265.00	\$345.00	\$395.00	\$504.00	\$613.00	\$701.00	\$886.00
		12" x 72"		\$233.00	\$283.00	\$372.00	\$429.00	\$551.00	\$674.00	\$773.00	\$981.00
		24" x 24"		\$154.00	\$176.00	\$216.00	\$241.00	\$296.00	\$350.00	\$394.00	\$487.00
		24" x 36"		\$196.00	\$219.00	\$259.00	\$284.00	\$338.00	\$393.00	\$437.00	\$529.00
		24" x 48"		\$197.00	\$219.00	\$259.00	\$284.00	\$339.00	\$393.00	\$437.00	\$529.00
		24" x 60"		\$272.00	\$316.00	\$396.00	\$446.00	\$555.00	\$664.00	\$752.00	\$937.00
		24" x 72"		\$298.00	\$348.00	\$437.00	\$494.00	\$616.00	\$739.00	\$838.00	\$1,046.00
		36" x 36"		\$257.00	\$296.00	\$366.00	\$410.00	\$505.00	\$601.00	\$678.00	\$839.00
		36" x 48"		\$260.00	\$299.00	\$368.00	\$412.00	\$508.00	\$603.00	\$680.00	\$842.00
		36" x 60"		\$391.00	\$436.00	\$516.00	\$566.00	\$675.00	\$784.00	\$872.00	\$1,056.00
	36" x 72"		\$434.00	\$484.00	\$573.00	\$630.00	\$753.00	\$875.00	\$974.00	\$1,182.00	

Upholstered Tackboard Only, No Hardware.

RIO	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	RIO-ET2424	End Table 24x24-20		\$555							
	RIO-ST1536	Sofa Table 15x36-29		\$891							
	RIO-ST1548	Sofa Table 15x48-29		\$914							
	RIO-ST2048	Sofa Table 20x48-29		\$607							
	RIO-ST2448	Sofa Table 24x48-29		\$621							
	RIO-CT3030	Corner Table 30x30-18		\$642							
CONNECT Tops	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	CON-IL	20" Inline Connect Table		\$489							
	CON-EC	20" End Connect Table		\$537							
	CON-CT	30" Corner Connect		\$568							
TABLET ARM	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	TA-RE	10" x 15" Rectagle		\$302							
	TA-OB	10" x 15" Oblong		\$302							
POWER Module	MODEL#	DESCRIPTION	GRADE	1	2	3	4	5	6	7	8
	PO-1	1-Outlet & 2-USB Brushed Aluminum		\$143							

# IMPERIAL WOODCRAFT, WARRANTY



## Frames

A Limited Lifetime Warranty applies to the original retail purchaser, on all frames manufactured by Imperial Woodcraft. This warrants these components to be free from material and manufacturing defects. Lifetime means the normal useful life of the product. Imperial Woodcraft will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts, or a repair center designated by the Customer Service Department of Imperial Woodcraft, with no charge to the original retail purchaser. After one year from the date of purchase, the frame warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

## Springs

Imperial Woodcraft warrants for 5 Years, the spring/suspension systems, to the original retail purchaser, for five years from the date of purchase, against spring failure caused by material defect or pulling loose from the frame.

## Upholstery

Imperial Woodcraft warrants for 1 Year to you, the original retail purchaser, for a period of one year from the date of purchase, all upholstered fabrics against seam slippage, fraying, and dye transfers. This warranty does not cover tears, flattening of nap, pilling, fading, or shrinking and is not valid when heavy soiling or abuse is evident. This warranty also does not cover improper or unapproved cleaning methods, fading or other damages resulting from exposure to sunlight, damages resulting from humidity, or damages resulting from any liquid, including but not limited to alcohol and water. CAUTION: Any use of improper or unapproved cleaning methods voids all warranties of Imperial Woodcraft.

Leather is a natural product, and, as such, each hide will reflect its own individuality. Some variations of shade and tone are to be expected as are the nicks, scratches, and wrinkles that only occur in genuine leather; these characteristics are in no way to be considered a defect.

## Cushioning

Imperial Woodcraft warrants for 1 Year, all seat cushion foam will soften with normal use and will conform to the shape of the user. This shall be considered normal wear, and shall not be considered a loss of resiliency or a material manufacturing defect. Within one year from the date of purchase, Imperial Woodcraft will replace, for the original retail purchaser only, a cushion that has material manufacturing defects, provided that the original retail purchaser follows the Claim Procedure and returns the defective product to Imperial Woodcraft, with the product and other information required under the Claim Procedure set forth in these Limited Warranties. With respect to a cushion in a seat which is attached to the product.

## Finishes and other Components

Imperial Woodcraft warrants for 1 Year, all finishes and other parts, components, and other furniture products not specifically included in the above Limited Warranties, including but not limited to chairs, occasional tables, are warranted by Imperial Woodcraft to you, the original retail purchaser, for one year from the date of purchase, to be free from material manufacturing defects.

## LIMITATIONS AND EXCEPTIONS

Under these Limited Warranties, the sole liability of Imperial Woodcraft is limited to repair, or at its option, replacement. Imperial Woodcraft will pay, within one year from the date of purchase, reasonable and customary labor rates to repair or replace the defective parts, or a repair center approved by the Customer Service Department of Imperial Woodcraft, at no charge to the original retail purchaser. After one year from the date of purchase, the spring/suspension systems warranty covers replacement parts only, and the original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

## All Products

These Limited Warranties provide coverage to the original purchaser. These Limited Warranties do not apply to merchandise that was, at any time, used as a floor sample or display model, any merchandise purchased "as is" or second-hand, any merchandise purchased at a distress sale or a "going-out of business" type of sale, or any merchandise purchased from a liquidator. All warranties, whether express or implied, cover only normal usage. No warranty, express or implied, applies to any condition resulting from misuse, abuse, delivery or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning or care.

## Chemical Treatments

These Limited Warranties do not cover damages or defects caused by use of chemical treatments or protective coatings on the finish, leather, or upholstered fabric by the retailer or the original retail purchaser, and any such chemical treatments or protective coatings voids all warranties of Imperial Woodcraft.

## Modifications to Products

These Limited Warranties do not apply to any products that have been altered by any person, dealer, or company without the express written authorization of Imperial Woodcraft.

## DISCLAIMER

NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF IMPERIAL WOODCRAFT WITH RESPECT TO THE FURNITURE AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT OF THE FURNITURE AND ITS PARTS. FURTHERMORE, NO REPRESENTATIVE OF IMPERIAL WOODCRAFT OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THESE LIMITED WARRANTIES.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD-PARTY. IMPERIAL WOODCRAFT SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES OFFERED BY ANY RETAILER OR THROUGH A THIRD-PARTY.

IN NO EVENT SHALL IMPERIAL WOODCRAFT BE RESPONSIBLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SUCH AS LOSS OF USE, INCONVENIENCE, LOSS OR DAMAGE TO PERSONAL PROPERTY, WHETHER INDIRECT OR DIRECT, AND WHETHER ARISING IN CONTRACT OR TORT. IN NO EVENT SHALL IMPERIAL WOODCRAFT RESPONSIBILITY EXCEEDS THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## REMEDY AND CLAIM PROCEDURE

### Remedy

Under these Limited Warranties, Imperial Woodcraft's exclusive obligation during the applicable warranty period is to repair or replace, at its option, any part or parts found, upon examination by an authorized manufacturer's representative of Imperial Woodcraft, to contain a material manufacturing defect. For all of its products, Imperial Woodcraft will pay, within one year from the date of purchase by the original retail purchaser, reasonable and customary labor rates to repair or replace the defective parts, or a repair center designated by the Customer Service Department of Imperial Woodcraft, at no charge to the original retail purchaser. The original retail purchaser will be responsible for labor, packing, and all shipping and transportation costs.

If within the warranty period, identical materials are unavailable at the time of repair or replacement, Imperial Woodcraft reserves the right to substitute materials of equal or better quality. Replacement fabrics may vary in color from the original due to dye lot differences.

**Any item repaired or replaced under these Limited Warranties will be covered by the Limited Warranties for the remainder of the original warranty period only.**

### Claim Procedure

If a problem should arise which you feel is covered by our Limited Warranties, contact the Imperial Woodcraft authorized retailer from whom you purchased your furniture. The original bill of sale is necessary for the fulfillment of the warranty. Please make sure any claim for warranty service is accompanied by the necessary information to satisfy the warranty requirements. If necessary, the retailer will contact Imperial Woodcraft to establish service. If the problem can be easily corrected, Imperial Woodcraft will authorize the retailer to make those repairs. Imperial Woodcraft reserves the right to require defective parts be returned upon request.

Imperial Woodcraft is not responsible for scheduling or the cost of transporting your furniture from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer. If you or the retailer have moved and you need service, contact Imperial Office Seating in writing or call our Customer Service number.



**Factory Will Call**

Imperial Woodcraft  
11775 Slauson Avenue  
Santa Fe Springs, CA 90670

**562-464-2570**

**[www.imperialwoodcraft.com](http://www.imperialwoodcraft.com)**