Wood, Laminate & Veneer Information

Unique Characteristic of Natural Woods and Veneers: JSI uses high quality wood and veneer harvested from sustainably managed forests. Every tree has unique and defining characteristics, like fingerprints. These characteristics can be defined by differences in color, grain configuration, and textures. These characteristics will be more noticeable if the product has a clear or lighter finish.

JSI uses select beech, cherry, maple, oak and walnut cut wood products to produce the desired look of our furniture products.

Maple and Cherry species have a higher degree of uneven distribution of grain, small color streaks, and pin knots.

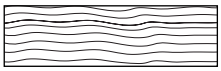
At JSI, we take care of selecting woods and veneers that are used in our products. With this in mind, we hope you appreciate the beauty of each tree's fingerprints. Products will not be replaced due to these natural characteristics.

Veneers can be sliced in a variety of ways to create unique patterns. JSI uses several different patterns, as shown below.

Flat (Plain) Cut as shown



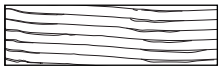
Quarter Sliced as shown



Double Cut as shown



Rift Cut as shown



Double Cut: The Double Cut veneer is a processed product that has at least two cuttings to create the final veneers. These cuts of veneer strands are dyed and layered into a block to create variation of patterns from a very tight grain pattern to an exotic figure grain pattern.

JSI offers two collection of veneer, our Essentials and Artisan Collections.

Essentials: The Essentials Collection allows users to specify beautiful veneers, without sacrificing budget, providing grain patterns and hues for maximum material flexibility and style range.

Artisan: The Artisan Collection provides a curated selection of finishes expressing an elevated style and contemporary nature.

Laminates (Veneer Series): An alternative HPL (Higher Pressure Laminate) laminate work surface can be specified on most of our casegood product lines. The specification pages will also list the available coordinating finishes

Laminate Series: JSI laminate series offer a full laminated product with imprinted grain to hide finger prints and provide durability. The worksurface tops are HPL (High Pressure Laminate) or TFL (Thermal Fused Laminate). TFL is used on the product's chassis.

Series Material Offering: Select finishes, species and materiality are availble on a per series offering, with JSI curating the correct palette offering for the series intent. Please refer to each series feature highlights within the product pages to identify the material, species, grain patterns and finishes availble for that specific series.

JSI Core Materials: For projects requiring similar finishes across multiple series, JSI recommends using our Core Materials program. Finishes in this group are offered throughout the vast majority* of JSI products in the three main material categories Essentials and Artisan Veneer, Laminate and Solid Maple, in a spectrum of light to dark.

**note: not applicable to all series, for example BeSpace only offers clear veneer finish*

Finish - Top Coat: To reduce hazardous formaldehyde emissions, we use our proprietary specially designed top coat, DuraTex™. It significantly reduces hazardous formaldehyde emissions and helps improve indoor air quality.

Finish - Color/Stains: A wide range of stains are available to bring out the beautiful characteristics of each wood species. We coordinate finish color between our veneer stains and solid lumber stains; however, not all may be a perfect match. The stains are continually reviewed for accuracy of color, as well as a constant monitoring of the latest color trends in the furniture market.

Finish - Matching: Due to the natural characteristics of wood, environmental effects, and material upgrades, JSI cannot guarantee exact finish matches on existing furniture previously ordered. If an exact match is required to accompany existing furniture, it must be specified at the time of order placement, so specific internal procedures can be followed to ensure a proper and acceptable finish match. We reserve the right to change our finish formula at any time to improve safety, quality, and appearance. Unless a finish match for existing furniture is requested at the time of ordering, we accept no liability for finish that may not match the existing furniture from prior orders.

Solid lumber may inherently have mineral streaks, pits, and various other natural occurrences. Care is taken in selecting the solid lumber to coordinate with the requested finish on our veneer products. This internal selection process is subject to availability of solid lumber parts.

Finish Sheen: All casegood veneer finishes are standard in 35-sheen, with the exception of Raven, which is only offered in 15-sheen. All other finishes are available in 15-sheen, with a 5% upcharge, per model.

Wood, Laminate & Veneer Information

Custom/Special Finishes: JSI, upon request, will accommodate special finishes. A written request is required to proceed with custom finish orders.
A sample reference is required for first-time matches and must be included with the written request.

There is a charge of $433 list per order for any non-standard wood finish. Orders will be entered noting the special finish. A sample match will be provided to the customer. Written approval is needed before the finish process can be started. Delays in approval may have an impact on lead times.

Every effort will be made to create the requested match; however, an acceptable match may not be possible because of natural variations of wood. These natural variations can also cause minor differences in the final finish product.

Use standard pricing and option pricing for each line item with a special finish, unless additional modifications have been specified. For items available in both Essential and Artisan veneers, apply the Essentials pricing.

Samples: Samples of standard wood finishes, paints colors, metal colors, and standard laminate are available upon request. The fastest way for requests to be filled is by using our website. See below for options to request samples.

Website – jsifurniture.com (click the resource tab)
JSI Sales representatives
Phone – 800.457.4511 – Customer Service
Email – customerservice@jaspergroup.us.com

Veneer Finish and Laminate Overview

Designator	Finish	Veneer Collection	Veneer Species	Laminate	Core Program
BAR	Barrel	Artisan	White Oak - Double Cut	N/A	N
BRK	Brickdust	Essentials	Cherry	HPL & TFL	Y
BUF	Buff	Artisan	White Oak - Double Cut	N/A	N
CSK	Cask	Essentials	Walnut	HPL & TFL	Y
CND	Cinder	Artisan	White Oak - Double Cut	N/A	N
CLY	Clay	Essentials	Cherry	HPL & TFL	Y
EGR	Egret	Artisan	White Oak - Double Cut	HPL & TFL	N
FAW	Fawn	Essentials	Linear - Double Cut	HPL & TFL	Y
FLX	Flax	Essentials		N/A	N
FLN	Flint	Essentials	Linear - Double Cut	HPL & TFL	Y
LOF	Loft	Essentials	Linear - Double Cut	HPL & TFL	Y
MES	Mesa	Essentials	Cherry	HPL & TFL	Y
MIN	Mineral	Essentials	White Oak - Double Cut	HPL & TFL	Y
MCH	Mocha	Essentials	Walnut	HPL & TFL	Y
OBK	Outback	Essentials	Cherry	HPL & TFL	Y
PIL	Pilsner	Essentials	Maple	HPL & TFL	Y
RAV	Raven	Artisan	Black Oak	N/A	N
RYE	Rye	Artisan	White Oak - Double Cut	N/A	N
SAB	Sable	Artisan	White Oak - Double Cut	N/A	N
SAD	Saddle	Artisan	White Oak - Double Cut	N/A	N
SIE	Sienna	Essentials	Walnut	N/A	N
TRF	Truffle	Essentials	Walnut	N/A	N
UMB	Umber	Essentials	Walnut	HPL & TFL	Y
VAL	Valley	Essentials	Linear - Double Cut	HPL & TFL	Y

Wood, Laminate & Veneer Information

Pricing: Prices found in this document or on our website are list prices in U.S. dollars for standard product delivery to one destination. Prices do not include storage, installation, or taxes. Possession of this price list does not constitute an offer to sell. Orders can only be received from approved authorized JSI dealers.

Prices and product information in this document, as well as our website, are subject to change without notice. Reference website for most up to date product offering and pricing.

In our ongoing efforts to minimize ancillary charges. JSI does not include these fees in any calculations for dealer participation fees or commissions in any form. Ancillary charges include but are not limited to special finish charges, special laminate charges and handling fees. When calculating your dealer participation fee or commission earned, please include product lines only and exclude any ancillary charges. Should you have any questions, please call our office for clarification

Orders: Detailed specification pages are available in the price list at the beginning of each series. Additional information may be obtained by consulting the Customer Service Department or our website.

Indicate shipping address if different from billing address.

Send Orders To:
US Mail – JSI
225 Clay Street
Jasper, IN 47546
Fax – 812-482-1548
Email – orders@jaspergroup.us.com

JSI reserves the right to make changes in dimensions, styles, or specifications if we believe these changes will improve the safety, quality, or appearance of the product.

Acceptance of orders will be subject to credit approval, barring any acts of governments, or any other causes beyond our control (e.g. strikes, fire, embargo of materials, etc).

Product Modifications: While we offer a wide range of products to accommodate many possible solutions, we also recognize the needs for our products to be modified from our standard offering.

In the series introduction section of each product, we address modification options for that series.

To see if the desired modification is possible, please contact our Customer Service Department for a quote. Note that order quantities and material availability can affect the quote. Additional information may be requested to fully quote modifications.

Order Acknowledgments: All orders will be acknowledged promptly upon entry of a clean order. The acknowledgment will show how the order was entered, ship date and any other information pertinent to the order. It is the purchaser's responsibility to verify all the information on the acknowledgment carefully and notify us immediately, in writing, of any discrepancies.

Every reasonable effort is made to ship as acknowledged; however, the acknowledged ship date is approximate. Company will generally ship within five (5) working days of the acknowledged ship date. If a firm ship date is necessary, customer must inform company at time of order and company will make all reasonable efforts to meet each customer's request. Acknowledged shipping dates are contingent upon the force majeure conditions contained in these terms and conditions.

Cancellations and Changes: All orders are considered firm and are not subject to cancellation or change without approval from JSI. All approved changes are subject to additional charges and revised lead times.

Quickship: JSI offers select Vision models, with select options, in our Quickship program. These items ship within 10 business days after receipt of a clean, credit approved purchase order. Items should be placed on order separate from standard lead time models.

Product for up to 10 offices or 10 tables can be included on a single Quickship order. Available capacity is filled by orders as they are received. If normal 10 day Quickship is not available because capacity has been filled, you will be immediately notified by JSI customer service. Changes and cancellations to Quickship orders are not allowed under any circumstances, nor are modifications to the predetermined Quickship offering. Limit one order per project.

Delivery: Our freight policy consists of prepaid freight to the 48 contiguous states; all other shipments are prepaid to port of exit ONLY. JSI reserves the right to select the appropriate carrier and shipment routes, most shipments are on freight carriers that are dedicated furniture specialists. Standard deliveries require a DOCK that can accommodate 75 foot trucks. Ownership and inspection of product is the responsibility of the buyer upon pickup by the freight carrier. Pricing in this book is for standard delivery only. Standard delivery does not include non-dock delivery, inside delivery, residential delivery or installation of product. Fees and changes for nonstandard deliveries are listed below.

Shipping Destination: Changes to ship to locations may not occur within seven days prior to the ship date, however, in atypical situations a $282 change fee will be applied to accomodate additional carrier fees.

Standard Delivery Time: Between 8 AM and 3 PM Monday through Friday. Special delivery requests can be subject to additional fees to accommodate requests.

No Touch Freight: Our freight is considered "no touch". Therefore, customers are to be prepared to unload freight from inside the truck prior to arrival. In the instance that a driver must unload the shipment, driver assists fees will apply (see fees below).

On-Site Deliveries: Shipments to the installation site, and time deliveries are available on full truckloads or slightly less, at no additional charge. Shipments or timed deliveries for smaller shipments may not be available, or if available may require an additional charge.

Detention Fees:
- Carriers are given two-hour maximum time allotment to unload for one-stop truckloads.
- Carriers are given one hour maximum time allotment to unload for multi-stop truckloads

**Detention fees apply after allotted unloading time and will be at buyer's expense.*

Wood, Laminate & Veneer Information

Fees:

Orders of less than $1,000 net (If order is UPS shippable, the handling fee is waived and customer is invoiced for exact shipping charges.)	$105 net per order
Weekday deliveries outside of standard delivery times	$349 net
Weekend deliveries (Saturday or Sunday)	$688 net
Liftgate Deliveries	$581 net minimum 7% of net price
Driver Assist	$105 net
Jobsite Non-Dock Delivery	$176 net per truck
Inside Delivery (first floor inside only) - no installation or carton removal	$292 net minimum 7% of net price
NO RESIDENTIAL DELIVERIES	

Warehouse/Storage Fees: Additional storage time with a provided two-week approved notice is calculated at 3% per month of the product amount or per day.

Please be Advised:

- Reconsignment fees are the responsibility of the buyer.
- Any charges arising from failure to meet shipment, re-routing while in transit or carrier storage charges are the responsibility of the buyer.
- Contact Customer Service to inquire about skidding of products, special crating of products and product installation. These requests must be approved by JSI and made at the time of order.
- Carriers have the right to refuse delivery to a specified location if it conflicts with their liability policy.

Freight Damage: JSI products are packed in cartons and meet or exceed existing codes for furniture and seating products. All shipments are delivered to the carrier in good condition and our liability ceases thereafter. If delivery arrives short or damaged, contact Customer Service immediately to file a claim. In the event of concealed damage, notify Customer Service and request immediate inspection. Failure to file a claim within 15 days after receipt of merchandise constitutes acceptance and a waiver of any such claims. Please inspect merchandise immediately upon receipt, otherwise there is no recourse. Keep all cartons and packing material, discarding these materials may negate your claim.

Storage of product in areas of uncontrolled humidity and temperature may cause damage to the product and void the JSI warranty.

Repairs: JSI will not issue credit allowance for any type of repairs without prior written consent. Sales order, product model numbers, and reason for repair will be expected in order to process the repair request. A digital photo will help to expedite the request. JSI reserves the right to recommend solutions for repair.

Replacement Parts: Obtain information and pricing on replacement parts by contacting Customer Service. Please have the model number available when requesting replacement parts. Additional information may be required to ensure proper replacement parts.

Returns: JSI products are made to order and may not be returned for credit. No merchandise may be returned to JSI without a signed Return Good Authorization (RGA) form issued by our Customer Service Department. RGA's will be considered for the following reasons:

1. Manufacturing defect (validated by JSI representative).
2. JSI order processing error.
3. Shipping error.
4. Mis-marked cartons.
5. Duplicate shipments.

Liability for defective merchandise shall be limited to replacement or repair. If you have questions as to whether your reason for return qualifies for consideration, please contact Customer Service. At the discretion of JSI, returns on stocked items may be considered with the following stipulations:

1. 60% restocking fee.
2. All return freight charges must be prepaid by dealer.
3. Product was never removed from the original carton.
4. Product must be returned withing 30 days of RGA issue date.
5. Credit will not be issued if producted returned is damaged.
6. Under no circumstances can we accept COD (Cash on Delivery) returns. Any such shipment will refused.

Please note most models on Quickship are produced on demand and cannot be returned. Modified, special or custom-built product is not eligible for return.

Fire Retardancy: All JSI upholstered components comply with California Bureau of Home Furnishings and Thermal Insulation-Technical Bulletin 117-2013 issued by State of California Department of Consumer Affairs.

This standard requires upholstered furniture to be safer from the hazards associated with smolder ignition in all four (4) categories of materials, as applicable. Compliance with more stringent codes may require special manufacturing considerations and upcharges.

California Technical Bulletin 133 (CAL 133): JSI uses a barrier material between the foam cushioning and the upholstery cover in order to comply with CAL 133. The standard upcharge on products specified to comply with CAL 133 is $93 list per yard of textile.

JSI has performed a series of full scale fire tests on samples - representing worst case scenarios of upholstered units - to comply with the requirements of the state of California Technical Bulletin 133 (CAL 133). Products in compliance are labeled in accordance of the standards.

Some product designs and fabric cannot be combined to comply with CAL 133. Because of this, we reserve the right to reject any request for an upholstery cover, including COM, textile may not contain olefin or product style that we feel may compromise the integrity or safety of a product specified to comply with CAL 133.

Contact Customer Service for a quote if you require laboratory certification that a specific product and upholstery combination WILL PASS CAL 133. The quotation will include testing, video, and transportation charges plus the list cost of the sample.

Our standard lead time will apply to products that do not require certification. Allow an additional six weeks over the standard lead time for products that need actual laboratory certification.

The end user, specifier and/or dealer have the responsibility to make sure all products specified will meet the flammability and safety codes of the jurisdiction where the products will be located and used.

Wood, Laminate & Veneer Information

Flame Spread: All JSI may be required to comply with the requirements of Flame Spread based on ASTM standards/NFPA Life Safety Codes and general public knowledge are as follows:

Solid Wood - Class C
Topcoats - Class A
Carded Fabric - Class A
Composite Panels - Class C
Laminate - Class B

Plastics - According to the NFPA, the lack of stability of plastics under high temperature conditions and inherit combustibility have eliminated the use of plastics for applications requiring a flame spread rating.

Also be advised that improvements may be attained in certain instances with the addition of chemicals which may add additional costs, chemical exposure and/or compromise the integrity of the product.



Wood Laser Engraved Back: Many of our seating models are available with a custom wood laser engraved back. University seals, logos, unique designs, or any type of graphic can be designed into the seating back for a custom creation. Copyright approval may be required. Consult JSI Customer Service for pricing and artwork specifications. Artwork must be submitted as a JPG or PDF file.

Wood Laser Engraved Back General Pricing: * must order plain back when choosing these options

For Artwork 4" x 4" or Less	$67 list per chair
For Artwork Less than 6" x 6"	$117 list per chair
For Artwork Larger than 6" x 6"	Call For Pricing

For orders fewer than 50 pieces, add $179 list per design, per order. This pricing reflects etching (leaving the wood dark). If additional painted colors are added to artwork please call customer service for pricing. A $158 list set-up fee applies.

Textile Information

Textile Carded Programs: JSI is proud to partner with Maharam, Momentum, Spradling, Stinson, Ultrafabrics, Camira and Cortina Leather. Please refer to our website for our standard patterns, along with the current grade.

https://jsifurniture.com/material-studio?material=textile

Textile Grade-In Programs: For the convenience of our specifiers, we offer an extensive graded in program. Please reference our website for the most up to date information on our graded in program.

https://jsifurniture.com/com-search

For additional specifications on the pattern or to order memo samples, please contact the textile suppliers directly:

Arc Com	www.arc-com.com
Camira	www.camirafabrics.com
Designtex	www.designtex.com
Maharam	www.maharam.com
Mayer	www.mayerfabrics.com
Momentum	www.themomgroup.com
Spradling	www.spradlinggroup.com
Stinson	www.cfstinson.com
Ultrafabrics	www.ultrafabricsllc.com
Cortina Leather	www.cortinaleathers.com

Any textile not graded in or pre-approved for COM/COL will require application test approval prior to order entry and shipment of fabric or leather to JSI.
For current JSI grades and application status by series visit jsifurniture.com Resources > Graded-In + COM; Graded-In + COM.

Please contact Customer Service for pricing grades on textiles and leathers not listed.

Indicate on purchase order if JSI is to order the fabric. Grades and availability of fabric are subject to change without notice. Changes could include but are not limited to price increase, discontinued patterns, discontinued colors, etc. See jsifurniture.com for up to date information.

Many textiles have repeats and the additional yardage required has been factored in for textiles ordered through the JSI Carded and Grade-In Programs. We reserve the right not to match textiles with a horizontal or vertical repeat greater than 17". Additional charges may apply for textile being applied with special instructions.

Some fabric thickness or stiffness may cause issue with proper upholstering of tackable wall panels or upholstery privacy screens. Please contact customer service with concerns on the fabric thickness for these items.

COM/COL Address:
JSI
Attn: COM/COL Department
201 East Martin Street
Receiving B, Dock 71
Orleans, IN 47452

Tag: Dealer Name / Purchase Order #

Large Repeats and Striped Fabrics: JSI does not recommend large fabric repeats or striped fabrics on large curved lounge sections. The geometry prevents matching the patterns at the seams.

Contact Customer Service with questions or for suggestions on how to achieve the aesthetics you desire.

Tips: use contrasting fabric request fabric pattern not be matched run fabric railroaded

General COM Fabric/COL Hide Policy: Refer to the COM/COL Price Columns for list prices.

All yardage requirements listed in the price list are based upon 54" plain nondirectional material. Additional yardage may be required based on fabric repeat and matching. Refer to the COM Repeat Guide found at the bottom of this page to estimate the needed yardage.

All square footage requirements for COL are based on an average hide size of 50 square feet.

Contact Customer Service for any of the following conditions:
- approval of COM/COL to be used (see policy on the next page)
- fabric repeats greater that 3"
- fabric less than 54" wide
- leather hides smaller than 50 square feet
- special application requirements request

When requesting information from Customer Service on COM/COL please supply the following information:
- model number and quantity of the product the COM/COL will be applied
- COM/COL textile supplier's name
- name of pattern and color of the textile
- any special application request

Visit jsifurniture.com Resources > Graded-In + COM to see if the textile has already been approved. If there is no record for this particular textile then a Memo Sample will be required.

JSI takes no responsibility when additional materials must be ordered.

COM Fabric Repeat Guide

Roll Width	Plain Fabric	1"-5" Repeat	6"-10" Repeat	11"-15" Repeat	16"-20" Repeat	21"-30" Repeat	31"-40" Repeat	41"-50" Repeat
54"	0%	10%	15%	20%	25%	30%	40%	50%
53" to 51"	15%	20%	25%	30%	35%	40%	50%	60%
50" to 48"	30%	35%	40%	45%	50%	55%	70%	90%
47" to 36"	60%	65%	70%	75%	80%	85%	100%	120%

The percentage represents the additional fabric yardage that needs to be added to the COM yardage. Contact Customer Service for repeats greater than 50".

All COM/COL must meet applicable codes and regulations, including TB117-2013. By selecting COM/COL, customer certifies that the material meets such codes. JSI assumes no responsibility for the applicable codes and regulation regarding flammability rating and safety rating of any COM/COL.

JSI cannot be held responsible for receipt of defective fabrics, as we apply all COM as first quality goods. We can take no responsibility for tailoring, wear-ability or application of COM/COL textiles. Any warranty claims for the COM/COL Textile materials will fall to the original vendor of the textile, not JSI.

Textile Information

COM Fabric/COL Hide Process for JSI Seating: General COM Fabric and COL Hide Policy also apply. JSI will approve or disapprove COM/COL on all products. An approval of a textile from JSI makes no claim that performance, durability or tailoring of COM/COL will result in satisfactory upholstery. Every effort will be made to meet customer's expectation, but fabrics/leathers have unforeseen inherent characteristics that may limit JSI's ability to deliver a well tailored product.

Approval COM Textile/COL Hide Process for Seating:

Follow the Steps Below:

1. Send a Memo Sample of the COM/COL (recommended memo be at least 4" x 4")

JSI
Attn: COM/COL Approval Department
201 East Martin Street
Receiving B, Dock 71
Orleans, IN 47452

2. Call our Customer Service Department at 812-482-3204 to request an electronic version of approval form.

Please send sample to:

JSI
Attn: COM/COL Approval Depart.
201 East Martin St.
Receiving B, Dock 71
Orleans, IN 47452

Please forward a copy of this form to your JSI CSR for record keeping

JSI will review and test as needed all requests. You will be notified as soon as results are documented by our review personnel. JSI reserves the right to reject any COM/COL on our products. We will provide COM/ COL explanation of any unapproved textile whenever possible.

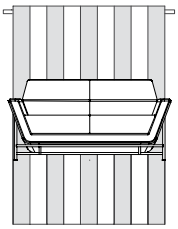
Guide Order Form for COM and COL

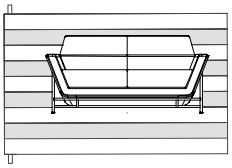
1. **Order Information:**

Quote #:	**Purchase Order #:**
Customer Service:	
Dealer Name/Project Name:	
Contact:	
Address:	
Phone:	**Email:**
Model Number(s) Receiving COM / COL:	

2. **Select off the bolt application:** *(Check one of the boxes)*

☐ **Up the roll (standard on most seating)** ☐ **Railroaded**





3. **Additional information:**

4. **Attach sample here.**