

AUTHORIZED DEALERS ONLY

HPFI sells to authorized dealers and resellers of office furniture, and only Authorized HPFI Dealers can place orders. **To become an Authorized Dealer, you must:**

- Have written approval by both the Local HPFI Sales Representative and HPFI Sales Management
- Establish a line of credit (or pay for all orders with certified check, approved credit card or cash prior to order entry)
- To obtain credit approval, you must complete, sign and submit all necessary forms. We will process information and advise if a line of credit can be extended, and, if so, the credit limit. (Allow 2 weeks for processing.)

PURCHASE ORDERS

To ensure prompt processing of your order, **all purchase orders must clearly state the following:**

- Dealer Name & Customer Number
- Purchase Order Number
- Complete Bill To and Ship To addresses
- Complete Order Numbers, including:
 - Model/Finish Number + Options (*casegoods*)
 - Model Number + Finish + Options + Upholstery Pattern/Color/Color Number (*seating*)
- Quantities

ORDER PLACEMENT

All orders may be mailed, faxed or e-mailed to HPFI as follows:

Mail: HPFI
PO Box 2063
High Point, NC 27261-2063

Fax: 800•231•6784

E-mail: info@hpfi.com

ORDER ENTRY

We want to process your order on a timely basis, and we will make every attempt to enter all orders within 1 business day of receipt. Inability to clearly read an order or the lack of any of the above information will delay order entry. Clarification of any missing or unclear information will be promptly requested via fax. Once all information is received, HPFI will complete order entry.

- Your discount and net prices will be automatically calculated. **If your purchase order prices do not match HPFI calculated net prices, you will be notified via fax.** It is the customer's responsibility to review Order Acknowledgements for accuracy and pricing. **Any corrections must be noted immediately and faxed to your Customer Service Representative at 336-434-5280.**
- Minimum order \$500 Net, except parts.
- Only **credit-approved orders are released to production.** If an order is held due to credit reasons, you will be informed via fax or e-mail by the Credit department.
- Published **Lead Times** start the first business day after entry of a clean, credit-approved order.

Choose from 2 lead time options: Quick Ship or Standard Lead Time. Lead time is measured from the date the order is entered (complete and credit-approved) to the date the order ships. Transit time is not included as it varies by carrier and destination.

STANDARD LEAD TIME

Assigned to all orders unless the purchase order specifically requests Quick Ship **QS**. Custom features, COM upholstery and any other special product requests may increase lead time.

Standard lead time is 3 weeks. Orders placed to ship in standard lead times are acknowledged to ship 15 manufacturing days after the date of order entry. High Point may elect to ship prior to the acknowledged date.

Occasionally, due to seasonal demand or holiday schedules, standard lead times may be adjusted. To verify lead time, contact your Customer Service Representative. *Hyperwork and Elevation items available with high pressure laminate tops in 3 finishes at six week lead time. See pages 75 and 110.*

Order Acknowledgements indicate the approximate ship date you can expect. Most orders ship complete by the indicated date. However, we *cannot* guarantee every order will ship by the date acknowledged. Occasionally, due to circumstances beyond our control, we may ship after the acknowledged date. We will make every effort to anticipate and inform you in advance of any late shipment situations.

QUICK SHIP LEAD TIME – QS

HPFI offers the fastest lead-time on breadth and depth of product in the office furniture industry. Orders must be complete and credit approved to be released to production.

Quick Ship Lead Time is 3 manufacturing business days following the day the order is entered.

Quick Ship orders received after 1:00 p.m. will be entered the next business day.

Casegoods Quick Ship – Casegoods product in this Price List marked with the **QS** symbol. Only the shaded model numbers and finishes are available in Quick Ship lead-time.

Seating Quick Ship – Most seating products are available as Quick Ship in standard finishes and Quick Ship fabrics. QS fabrics on page 226.

Healthcare seating models are not available in QS lead times.




Quick Ship Order Must Have:

- QUICK SHIP or QS clearly stated/marked on the purchase order.
- Quick ship items only on the purchase order requesting QS.
- Models of QS and Standard lead times on same PO will ship at standard lead-time.
- Limit of 8 each of any QS item per day.
- Fast Cats QS quantity is 50.

Please add additional time for holidays.



MAP KEY

-  ZONE 1
-  ZONE 2
-  ZONE 3

Palletization

Casegood products ordered in LTL quantities may be palletized prior to shipment for enhanced protection and further assurance of safe delivery. Pallets are one per product, in most cases, and sized per product. Palletization is \$21 net per pallet. Add 40 lb. to ship wt. per pallet. Contact Customer Service or your Sales Representative for additional details.

Palletization is not generally offered on truckload quantities. Contact customer service for a custom quote if this option is required.

HPFI has made every effort to insure the accuracy of this Price List. HPFI can not be responsible for typographical errors. Pricing and product specifications are subject to change and can be verified through our HPFI Customer Service Department at 800-447-3462.

TERMS & CONDITIONS

All orders are subject to the terms and conditions presented in this price list. The term HPFI refers to High Point Furniture Industries, Inc., High Point, North Carolina - USA.

TERMS

Payment for all orders is due Net thirty (30) days from date of invoice.

CONDITIONS OF SALE

Possession and/or distribution of this price list or HPFI catalogs does not in itself constitute an offer to sell. Orders can be received only from authorized HPFI dealers.

Accepted orders will be acknowledged in writing with approximate shipping dates. Orders will be invoiced at prices prevailing at time of order entry.

PRICES

This price list contains Zone pricing, including freight prepaid and allowed to the 48 contiguous states; freight and/or fuel surcharges as dictated by carriers may apply. All prices shown are suggested retail prices. Prices, specifications and materials are subject to change without notice.

SHIPPING

All HPFI products ship as follows: **E.O.B. ORIGIN, HIGH POINT, NC - USA, FREIGHT PREPAID**—this means that ownership and the responsibility of the merchandise becomes that of the buyer upon delivery to the freight company. The zone list prices shown herein reflect the delivered price to the 48 contiguous states. It includes **dock-to-dock** shipment, with normal delivery accomplished in 3 to 10 business days, after shipment.

HPFI reserves the right to select the carrier and routing. The transportation company assumes full responsibility for safe delivery upon acceptance of the shipment from HPFI.

Shipments requiring special services (such as expedited delivery, delivery appointments, non-dock, residential, school, military base or inside delivery, etc.) are not included in this freight pre-paid pricing. Freight charges for these special shipments will be quoted on a pre-pay and add, case-by-case basis.

Orders of less than 500 lbs. pounds will be assessed a **minimum freight charge of \$75.00 net per order** (excluding items shipped via small package ground service.) Shipments outside the USA are pre-paid to point of departure.

Acknowledged ship dates are our best estimates of when the product will leave the factory. Actual ship dates may vary.

ORDERING

See *How To Order* pages. For clarification of any question pertaining to ordering, contact HPFI's Customer Service Department prior to placing the order.

PACKAGING

Prices quoted herein include normal packaging. HPFI products are carefully inspected and are packed one to a carton, except where indicated. All packaging conforms to or exceeds specifications as outlined in the Uniform Freight classification. Special packing (e.g. palletization) if specified, requires an upcharge.

DRAWER AND TOP OPTIONS

Inset drawers and thicker tops available at 20% upcharge. Contact Customer Service Department for details.

SPECIAL PRODUCT ORDERS

We welcome the opportunity to quote special products. Any changes in look, build, finish or options must be processed through the Special Product Order Program. Please contact our Customer Service Department for pricing and lead times.

NOTE: Due to the cost of creating custom products, a minimum charge per order may apply. Special product orders are non-returnable and non-refundable. *A 50% deposit is required* with the order for all special product orders.

IN-TRANSIT DAMAGE

HPFI does not own or operate its own transportation equipment. All shipments made by HPFI are made using third party carriers or customer transportation. HPFI manufactures and packages its products to withstand the normal handling incurred during transportation to provide for safe transit. HPFI ships only top quality undamaged merchandise. Title and ownership of merchandise is transferred to the dealer/customer when the freight carrier signs the bill of lading. The carrier assumes complete responsibility for delivering merchandise to the consignee in good condition.

It is the responsibility of the dealer/customer to inspect all merchandise upon delivery to the customer-designated ship-to address. Any visible damage upon delivery must be noted on the bill of lading when the merchandise is signed for. Freight carriers will accept responsibility for damage which upon their

inspection they deem to be their fault. It is the buyers' responsibility to file freight claims with the responsible carrier. HPFI will provide advice and assistance to its customers with the freight claim process and will use its influence to encourage carriers to accept their responsibility.

Concealed Damage Claims must be filed within 15 days of delivery and original cartons must be retained. Most carriers will not accept a claim for concealed damage if the claim is made more than 15 days after receipt, or if the merchandise is moved from the original delivery location. **It is the buyers' responsibility to file claims for concealed damage with the freight carrier.**

RETURN AUTHORIZATION

An error made by HPFI resulting in shipment of an incorrect or defective product may be allowed for return to HPFI. Such returns require prior authorization from the HPFI Customer Service Department. Please call 800-447-3462 to request a Return Authorization and shipping instructions. **All returned products must be properly packaged to ensure safe transit.**

Certain products may not be returned under any circumstances:

- Any non-defective upholstered furniture.
- Any seating product made using customer owned material (C.O.M. or C.O.L.)
- Any seating or casegoods product made using special materials or custom finishes
- Any seating or casegoods product made to custom specifications of customer

Returns for any other reason will only be allowed at the sole discretion of HPFI. All returns will be assessed a 30% restocking charge plus the cost of return freight.

Return Authorizations (R.A.s) are valid for 45 days from the issue date. Authorized returns must have the R.A. number clearly marked on all cartons and the bill of lading. All cartons must arrive at the HPFI designated ship-to location within 45 days of the authorization. Failure to return merchandise within 45 days will result in the cancellation of the Return Authorization and demand for payment.

Return Guidelines

- Merchandise must be returned in appropriate packaging to ensure safe transportation. **Use the original packaging or the packaging from the replacement units including all inner and outer packaging to repack the returned product. If return is not HPFI's responsibility, repackaging and restocking charges will apply.**
- All casegoods must be strapped Top-Side-Up to correct size pallet for return. **(DO NOT place upside down.)**
- All shipping documents and product cartons must be clearly marked with the HPFI's Return Authorization number.
- **You must use the carrier noted on the Return Authorization.**
- Failure to comply with requirements will void the Return Authorization; no money will be credited; full payment will be due HPFI.

All returned product shipments received by High Point will be promptly inspected to ensure:

- Authorized for return
- Accuracy of counts
- Validate reason for return

If approved, HPFI will issue credit to the customer less (where applicable) the 30% restocking charge, return freight and any costs incurred by HPFI to return the products to like new condition.

CANCELLATIONS

Acknowledged orders are considered firm. **No cancellations or changes will be allowed without the express written authorization of HPFI management.** Changes may be subject to additional charges. Upholstered items may not be cancelled after the fabrics or other upholstery cover material has been cut. **Quick Ship orders cannot be cancelled.**

REPAIR CHARGES

Authorization must be obtained from HPFI's Customer Service Department prior to incurring repair charges if HPFI is expected to pay all or part of these charges.

CORRESPONDENCE

Direct all correspondence to:
HPFI
P.O. Box 2063
High Point, NC 27261-2063

Phone: 336-431-7101
800-447-3462

CUSTOMER SERVICE/ORDER DESK

To order by fax: 800-231-6784
Customer Support Fax: 336-434-5280
E-mail: info@hpfi.com



LIMITED LIFETIME WARRANTY

Subject to the terms, conditions and exceptions stated below, High Point Furniture Industries, Inc. ("HPFI"), warrants that each finished product or separate component or part which it sells after April 1, 2001 ("Product") will be free from defects in material and workmanship, when subject to normal commercial usage, for so long as the Product is owned by the original purchaser. If the Product is sold by HPFI to a retailer or dealer, the "original purchaser" shall be the purchaser of the Product from the retailer or dealer. Otherwise, the "original purchaser" shall be the purchaser of the Product from HPFI. The original purchaser may not assign this warranty to any other person or entity.

EXCEPTIONS:

High-Wear Parts- High-wear parts such as glides, gas cylinders, casters, ergonomic chair components, polymer-based components, and user-adjustable worksurface mechanisms are warranted against defects in material and workmanship only for a period of five years (three years on recliner mechanisms and casters) from the date on which the Product is sold by HPFI or until the product is no longer owned by the original purchaser, whichever is the shorter time period.

Veneer Finishes- Veneer finishes are warranted against defects in material and workmanship only for a period of three years from the date on which the Product is sold by HPFI or until the product is no longer owned by the original purchaser, whichever is the shorter time period.

Electrical Components- Electrical components are not warranted by HPFI, but may have warranties from the electrical component manufacturer.

Fabrics- Careful consideration is given to our selection of standard fabric offerings. The fabrics we have selected offer the best in appearance, durability and value; however, since we have no control over the environment, cleaning or other conditions which may affect colorfastness or durability, we cannot warrant fabrics beyond any warranty which may be provided to us by the fabric supplier. Customer's own materials (COM) selected by and used at the request of a customer, are not warranted.

CUSTOMER'S OWN MATERIAL

If HPFI agrees to use the Customer's Own Material (COM) on HPFI brand products, or build a custom product:

-HPFI shall have no responsibility for the condition, quality, value, performance, physical properties, or any other aspect of the COM.

-HPFI shall have no liability for any damages, injuries, or losses to the customer or to any third party that shall be caused by any COM, and the customer shall hold HPFI harmless for all liability.

For complete COM order requirements and warranty information see the HPFI COM Order Form.

EXCLUSIONS:

This warranty does not apply and no other warranty applies to:

- Normal wear and tear, which is to be expected over the course of ownership.
- Damage caused by the carrier in-transit, which will be handled under freight policy.

- Damage caused by or during installation.
- Modifications or attachments to the Product that do not have the prior written approval of HPFI.
- Products that are not installed or used or maintained in accordance with Product instructions and warnings.
- Damage caused by neglect or misuse of a Product.
- Normal Commercial Usage- The Products are designed and manufactured for normal commercial usage. Normal commercial usage for seating is defined as the equivalent of a single shift, forty- (40) hour workweek. To the extent that a Product is used in a manner exceeding normal commercial usage, the warranty will be invalidated or HPFI may, at its option, elect to reduce the applicable warranty period on a pro-rated basis.
- Chairs used or designated 24/7 have a warranty of 5 years.
- Color Variations and Finishes- Some natural variations occurring in wood, leather or other natural materials are inherent to their character, and cannot be avoided. Therefore they are not considered defects in material or workmanship and are not the basis for a warranty claim. HPFI does not warrant the color-fastness or matching of colors or grains or textures of such materials.

EXCEPT AS SET FORTH ABOVE, HPFI MAKES NO EXPRESS WARRANTIES WITH RESPECT TO ITS PRODUCTS. HPFI MAKES NO IMPLIED REPRESENTATIONS OR WARRANTIES WITH RESPECT TO ITS PRODUCTS, THEIR CONDITION, MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE OR USE BY THE PURCHASER. HPFI FURNISHES THE ABOVE LIMITED EXPRESS WARRANTY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO ORAL REPRESENTATIONS OR SAMPLES PROVIDED BY HPFI TO ANY RETAILER, DEALER OR PURCHASER WILL CREATE ANY EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO PRODUCTS SOLD BY HPFI.

Remedies- If any defect in the workmanship and material of any Product appears within the applicable warranty period, HPFI will, at its option, repair or replace the Product, at no charge, upon examination of the Product and verification by HPFI or its authorized representative of the defect and of compliance with the warranty requirements and conditions. The Purchaser must provide such cooperation and information as HPFI or the authorized representative may reasonably request to process the warranty claim.

IN THE EVENT OF ANY DEFECT IN ANY PRODUCT SOLD BY HPFI OR ANY BREACH OF THE LIMITED EXPRESS WARRANTY DESCRIBED ABOVE, THE SOLE REMEDY FOR SUCH DEFECT AND/OR BREACH SHALL BE AS STATED IN THIS PARAGRAPH, AND IN NO EVENT SHALL THE DEALER OR RETAILER THAT PURCHASED THE PRODUCT FROM HIGH POINT FURNITURE OR THE ORIGINAL PURCHASER OF THE PRODUCT FROM THE DEALER OR RETAILER, BE ENTITLED TO RECOVER FROM HPFI ANY DAMAGES, INCLUDING DIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, LOST PROFITS, DOWNTIME OR OTHER DAMAGES OF ANY NATURE WHATSOEVER ARISING FROM BREACH OF WARRANTY OR THE CONDITION, FUNCTION OR USE OF THE PRODUCT.

APPLICATION OF CURRENT WARRANTY AND PRIOR WARRANTIES

This express limited warranty applies only to Products sold by HPFI on or after April 1, 2001. HPFI has improved its warranty coverage and Products over the years. Products sold by HPFI before April 1, 2001 were covered by the warranty in effect at the time of manufacture and sale. Please see table below for general information pertaining to warranty coverage periods (measured from date of sale by HPFI) for Products sold before April 1, 2001. Further information concerning terms and conditions of prior warranties are available upon request to HPFI.

Casegoods & Seating manufactured and sold prior to July 1, 1994 **2 years**

Seating manufactured and sold after July 1, 1994 and prior to April 1, 2001 **10 years**

Casegoods manufactured and sold after July 1, 1994 and prior to August 1, 1997 **5 years**

Casegoods manufactured and sold after August 1, 1997 and prior to April 1, 2001 **10 years**

These warranties are made by HPFI only to authorized dealers and retailers acquiring Products directly from HPFI and the original purchaser of the Product as defined above.

The HPFI name and logo are registered trademarks of HPFI, Inc.

CASEGOOD FINISHES BY SERIES

	Natural Maple	Medium Oak	Windsor Cherry	Honey Cherry	Mahogany	Grey	Graphite	Aspen	Pearwood	Black	Walnut	Espresso	Classic Cherry	Rouge Mahogany
Forte Veneer	•			•										
Sensation				•										•
Affirm Veneer				•										•
Agility Veneer				•										•
Tactic Veneer				•										•
Legacy Veneer														•
Westboro				•										•
Inverness Veneer				•										•
Vitality			•		•									
Elevation	•	•	•		•	•	•	•	•	•		•	•	
Elevation2	•	**	•		•	**	**	•	**	**		**	**	
Atlas	•	**	•		•	**	**	•	**	**		**	**	
Hyperwork	•	•	•		•	•	•	•	•	•		•	•	
Uniwork	•	•	•		•	•	•	•	•	•		•	•	
Agility	•	•	•		•	•	•	•	•	•		•	•	
2200		•	•		•						•			
Bravo Panel	•	•			•	•					•			
Bedford			•		•									
Wyndham		•			•									
Conference Tables	•	•	•	•	•	•	•	•						•
Occasional Tables	•	•	•	•	•	•	•	•	•	•		•	•	•
Training Tables	•	•	•		•	•	•	•						

FINISH COORDINATION

CASEGOODS	SEATING
Natural Maple	FM Natural
Medium Oak	OAK Medium Oak MOB Moab
Aspen	AP Aspen
Pearwood	PW Pearwood
Windsor Cherry	WC Windsor Cherry
Honey Cherry	HCY Honey Cherry
Mahogany	MAH Mahogany
Rouge Mahogany	RM Rouge Mahogany
Black	BLK Black
Espresso	ESP Espresso
Classic Cherry	CCY Classic Cherry
Walnut	WAL Walnut

The HPFI Finishes Card provides comprehensive visual reference to veneer, laminate and seating finishes for quick, easy selection. Ask your sales representative for your copy.

For Seating Finish Chart see page 227.

* * *Base finish only*

GOT A TIGHT DEADLINE?

We will ship any of our casegoods marked as Quick Ship and any seating products covered with our extensive Quick Ship Fabric Program within three business days after the credit approved order is entered.

- Casegood products selected for the Quick Ship Program are noted by the QS symbol. Quick Ship finish and pull options shaded in gray.
- **Most** seating items including chairs, sofas, loveseats and occasional tables are available for Quick Ship in the finishes listed and only with the Quick Ship fabrics noted on page 226. All other HPFI fabrics are available at standard lead times.

QUICK SHIP ORDERS

Your order must be clearly marked with **Quick Ship** and include only Quick Ship products. HPFI will make every effort to ship all credit approved Factory Quick Ship orders within three business days from the date the order is entered.

QUANTITY ORDERS

The maximum order size for any SKU is 8 pieces per dealer, per day. There is no limit on total order size. However, HPFI reserves the right to limit quantities based on product availability. Please contact Customer Service for larger quantity orders.

FAST CATS ERGONOMIC SEATING

Order up to 50 chairs from the Fast Cats ergonomic seating collections for shipment in just three business days! Please contact customer service for larger quantity orders and/or any special requests.

CHANGES/CANCELLATIONS

CASEGOODS

To request a change or cancellation of a casegoods order, contact Customer Service to verify ability to adjust original order. If a change is made, the three business days begins anew from the date the change was made. No cancellations can be allowed once an order ships. HPFI is not responsible for any loss of sale or contract resulting from failure to ship within three business days.

SEATING

Due to the breadth of fabrics and finishes available, seating items cannot be changed or cancelled once the order has been entered.

PAYMENT TERMS

Net thirty (30) days from date of invoice.

DIRECT ALL CORRESPONDENCE TO

HPFI, Inc.
P.O. Box 2063
High Point, NC - USA 27261-2063
Phone: 336-431-7101
Fax: 336-434-5280

CUSTOMER SERVICE ORDER DESK

Fax: 800-231-6784
Phone: 800-447-3462

E-MAIL

info@hpfi.com

WEBSITE

www.hpfi.com

QUICK SHIP FABRICS

Fabrics listed on page 226.

MODEL	DESCRIPTION	MODEL	DESCRIPTION
Office Seating		Casegood Accessories	
320 or 321 (Not Assembled)	Task Chair	TL2P	Task Light
330 or 331 (Not Assembled)	Task Chair	HW_CO	Compact Organizer
500 (Not Assembled)	Task Chair	93757_	Coat Rack
1451 (Not Assembled)	Executive Swivel	MDCPU	CPU Holder
1457 (Not Assembled)	Mgmt. Swivel	MDE	Power Strip
1404 (Not Assembled)	Guest Chair	MDWM	Wire Management Channel
751 (Not Assembled)	Executive Swivel	MD100-MD1014	Accessories for Accessory Wall
752 (Not Assembled)	Mgmt. Swivel	MDSHELF18-36	Shelf for Accessory Wall
759 (Not Assembled)	Guest Chair	PNP	Plug-N-Play
2013	Guest Chair	H26	Seat Cushion for Under Surface Storage
2016	Conference Chair		
1093	Arm Chair		
Reception/Team Seating		Center Drawers	
UP9600SC	Replacement Seat Cushion	CD_18,19,30,32	Center Drawer
UP9600BC	Replacement Back Cushion	CV_66CTRS	Center Drawer
CH	Cup Holder	CV_66CTRD	Center Drawer
DH	Document Holder for Team Chair	CV_72CTRS	Center Drawer
NH	Newspaper Holder for Team Chair	CV_72CTRD	Center Drawer
		HWCD_19,25,32,38	Center Drawer
		LVM32	Center Drawer
		TR_29/30/32	Center Drawer
		V_22,24,28,29/32/34/38	Center Drawer
		WY_18,19,32,38	Center Drawer
Occasional Tables		Keyboard Trays	
TR_4023	End Table	PKP25_	Keyboard Platform
VT_100	End Table	PKP35_	Keyboard Platform
VT_110	Coffee Table	PKMP36_	Keyboard Platform
HW_ET23	End Table	AKT008	Articulating Keyboard Tray
6723	End Table	(any mechanism)	
9123	End Table	AKT007	Articulating Keyboard Tray
T1005	Connecting Table	(any mechanism)	
		CV_K21	Keyboard Platform
		HW_K21	Keyboard Platform
		HW_K25	Keyboard Platform
		HW_K29	Keyboard Platform
		LVMK21	Keyboard Platform
		LVMK35	Keyboard Platform
		TR_3096	Keyboard Platform
		GVK21	Keyboard Platform
		GVK29	Keyboard Platform