



# GENERAL INFORMATION

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## Contact Information

Etc.  
1600 Royal Street, Jasper, Indiana 47546  
Telephone: 800-634-9514  
Fax: 866-418-8516  
E-mail customer service: [Etc.Support@LifeWorkEtc.com](mailto:Etc.Support@LifeWorkEtc.com)

To order literature, check order status, and check lead times on-line, please visit us at [LifeWorkEtc.com](http://LifeWorkEtc.com).

## Ordering Procedures

For prompt delivery, all orders MUST include:

1. Purchase Order Number (on each page of order)
2. Billing Address
3. "Ship To" Information
4. Special Shipping Instructions  
(requested ship or delivery dates, ship complete or split shipments, and tags if applicable)
5. Complete Model Numbers
6. Net Price

Etc. does not accept orders verbally. Fax or e-mail orders directly to:

Fax: 866-418-8516  
E-mail: [Orders@LifeWorkEtc.com](mailto:Orders@LifeWorkEtc.com)

(This e-mail requires an attached PDF order. General correspondence should go through [Service@LifeWorkEtc.com](mailto:Service@LifeWorkEtc.com).)

## Order Confirmation

All complete orders will be acknowledged with ship dates **upon entry of a clean, credit approved order** into our system. This acknowledgement is the final agreement between Etc. and the customer superseding all previous communications regarding the order.

**NOTE: Please examine this acknowledgement carefully and advise Etc. immediately of any discrepancies.**

## Changes and Cancellations

We regret that changes and cancellations are not possible once your order is entered into our system. In order to support our lead time commitments, orders are scheduled into our production cycle immediately upon order entry.

This includes changes/cancellations to all Etc. models.

Please contact customer service for assistance.

## Terms and Pricing

- Prices are list prices for shipment within the continental United States.
- Price subject to change without prior notice.
- Merchandise will be billed at prices prevailing at time of placing order.
- Distribution of this price list does not itself constitute an offer to sell.
- Orders can only be received from authorized Kimball International dealers.
- Contact customer service for Contract Eligibility.

## Terms and Conditions of Sale

Visit [LifeWorkEtc.com](http://LifeWorkEtc.com) for updated information.

## Product Design

Etc. reserves the right to make changes in design, specifications, and construction and to discontinue products without prior notice. Dimensions referenced in this book are nominal.



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### Shipping/Freight

Products are priced and will be delivered C.P.T. 1 contiguous U.S. destination, 1 Canadian destination, or 1 port of exit, freight prepaid (Incoterms 2010). Title shall transfer with risk of loss.

Etc. reserves the right to select the most appropriate shipping terms.

### Delivery Hours

Pricing is based on standard delivery between 8am and 3pm Monday through Friday.

### Special Delivery Services

Any charges incurred from failure to receive a shipment, rerouting while in transit, or carrier storage charges are not included in prices shown and will be billed to the "sold to" account number on the order. Detention charges may be incurred for untimely off-loading of product.

Any order requiring Special Delivery Services will incur additional charges.

All such requirements must be noted on the purchase order. These are services that are not included in the price of the product or require the usage of specialized carriers. Examples of such Special Delivery services include:

- **Inside Delivery**  
Minimum \$50 charge
- **Non-Standard Delivery Time** (Before 7:00am or after 5:00pm)  
Contact customer service for charges and availability
- **Non-Dock Delivery**  
Minimum \$50 charge
- **JIT Delivery** (Specific day and/or time)  
Orders under \$25,000 list will incur a minimum \$125 charge
- **Weekend Delivery** (Friday after 5:00pm until 7:00am Monday morning)  
Minimum \$500 charge per delivery
- **Residential Delivery**  
Products that meet Small Parcel Fedex Ground Requirements and are requested to ship to a Residential Address will incur additional freight charges. Freight charges are 5% of List price addition for products that are in zones 1-5 and an 8% of List price addition for products that are in zone 6-8. This is only available in 48 contiguous states. Please see the following link for zones  
<http://www.fedex.com/ratetools/RateToolsMain.do?method=SetupFindZones>

Contact customer service if you are not sure if your order requires 1 or more of the above services. We will make every attempt to avoid the additional charges by giving options on what we can accommodate within our standard delivery price.

### Carrier Selection

Etc. reserves the right to select the most appropriate mode of shipment. Etc. relinquishes all responsibility for the goods shipped upon a clean receipt from the carrier. Customer bears the risk of loss or damage during shipment.

### Packaging

Etc.'s standard method of shipping is to carton all items. Certain full truck load items may qualify for special consideration. Contact customer service for guidelines. International shipments can be crated at the customer's request. The expense of crating or specialized packaging will be the responsibility of the customer.

### Loss, Damage, or Delay

Etc. shall not be liable for loss, damage, detention, or delay resulting from causes beyond its reasonable control including but not limited to fire, strike, weather, wreck, or delay in transportation. In the event of delay due to any such cause, the delivery date will be postponed by such length of time as may be reasonably necessary to compensate for the delay.



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### Claim Process for Merchandise Damage/Shortage/Carrier Delay

All the products produced by Etc. are carefully inspected and properly cartoned prior to shipment. All shipments are delivered to the transportation company in good condition. If you receive a shipment that has damage, product shortage, or delivery has been delayed by the transportation carrier, **the following steps must be taken:**

1. Before signing for merchandise, make notation of all visible damage, shortages, and/or time of truck arrival on the freight bill (bill of lading).
2. **Contact Etc. customer service within 15 calendar days of goods receipt to report issue.** We will advise whether a freight claim will need to be filed based on the mode of transportation. Claims must be filed by dealer on Redistribution/LTL carrier shipments. Claim will be disputed if product is moved from original consignee location.
3. If claim must be filed, carrier must be contacted **within 15 calendar days of goods receipt.** Retain all shipping cartons for inspection by the carrier agent.
4. **Copy of Carrier Disposition Letter must be sent to Etc.** to receive additional credit on concealed damage issues via Redistribution/LTL carrier shipments.

For Concealed Damage, follow steps 2 through 4.

### Claim Process for Warranty Issues

If a warranty issue is discovered, contact customer service immediately. To file the warranty claim, the following information is required:

- Asset tag and warranty number are **mandatory** (asset tag can be found under the seat)
- Dealer purchase order number or Etc. acknowledgement number
- Detailed description of issue

Customer service must **pre-approve** all resolutions such as replacement units, service parts, labor, and repair charges. We reserve the right to resolve the issue in the most cost effective manner. All approved resolutions will be assigned an authorization number which must be included on all replacement orders or invoices for reimbursement. Any unauthorized charge will not be the responsibility of Etc.

### Finish Warranty

Minor variations in finish color may occur due to the unique texture and grain of wood. Finishes, when exposed to ultraviolet rays, may change color. These issues are not warranty defects and will not be the responsibility of Etc.

### Return Merchandise

We discourage product returns due to the likelihood of damage during the return transportation. In the event a product return is necessary, we will make every attempt to help keep the product in the field. Please contact customer service for assistance.

If attempts to keep the product in the field are unsuccessful, Etc. will allow returns on stocking items only with the following stipulations:

- 50% Restocking fee
- Freight Charge prepaid by dealer
- Product NEVER removed from original carton
- Product must be returned within 30 days of RGA issue date
- Credit will not be issued if product returned is damaged

Freight damage, signs of usage, removal from original carton, or missing parts will result in no credit being issued. All returns require written authorization; any unauthorized return will not receive credit.

Etc. will not be responsible for resolving damage claims on returned product.

### Discontinuation Policy

Etc. strives to give all business partners advanced notification of products, including surface materials that are scheduled for deletion. Efforts will be made to support discontinued materials as specified in the deletion announcement. Extended lead times and minimum order requirements may apply. Pricing cannot be guaranteed.

### Disclaimer

Etc. will make every reasonable effort to maintain our commitments. If surface material changes must occur due to unforeseen circumstances, we will work with you on an alternative recommendation. Etc. reserves the right to cancel or make changes to standard products and surface materials.



### **Wood Finish Color Matching**

Each piece of natural veneer offers unique texture and grain. Minor variations in finish color and value may occur due to the natural characteristics of wood. Etc. carefully selects all materials used in every product ensuring a commercially acceptable color and finish. Factors such as aging and exposure to light alter finishes.

### **Fabric Color Matching**

Etc. will always ship a satisfactory commercial match on fabric. Because of industry dye-lot variation, colors may not match exactly.

### **Intellectual Property**

Kimball International acknowledges the trademark rights of other parties wherever possible.

Kimball®, National®, Etc.™, Interwoven™, and Poppin® are trademarks of Kimball International. Sunbrella® is a registered trademark of Glen Raven, Inc.

## **GENERAL INFORMATION**

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# PRODUCT TESTING

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## Tables and Storage

Etc. tables and storage product are tested to ANSI/SOHO S6.5-2008 (R2013) for Small Office and Home Office furniture, developed by the Business and Institutional Furniture Manufacturer's Association (BIFMA) and approved by the American National Standards Institute (ANSI).

This standard defines specific tests, laboratory equipment, conditions of test, and recommended minimum levels to be used in the test and evaluation of the performance, durability, and structural adequacy of storage and desk-type furniture intended for use in the small office and/or home office.

Testing includes:

- S6.5.4.2 Stability Under Vertical Load
- S6.5.5.3 Concentrated Functional Load
- S6.5.5.5 Concentrated Proof Load
- S6.5.6 Top Load Ease
- S6.5.7 Leg Strength
- S6.5.8 Horizontal Racking Resistance
- S6.5.10 Drop

The tests are conducted by Kimball International's A2LA accredited test lab or other accredited test labs.

## Seating

Etc. seating product is tested to ANSI/BIFMA X6.4 Occasional Use Seating standards, developed by the Business and Institutional Furniture Manufacturer's Association (BIFMA) and approved by the American National Standards Institute (ANSI). This standard includes all the testing in the X5.4-2012 Lounge and Public Seating standards, with 50% of the cycling to reflect the intended shorter lifespan of Etc. product.

The tests are conducted by Kimball International's A2LA accredited test lab.

## Outdoor Products

Etc. outdoor products comply with UL 4041 Outdoor Furniture testing standards. UL 4041 measures outdoor furniture in terms of corrosion, stability, strength, cutting and clamping (where people can get hurt), and durability.

This standard helps manufacturers and retailers assess the safety of their products, reduce risks to consumers in the process of use, and inform consumers how to identify safer and more reliable outdoor furniture.

- Outdoor tables are tested for leg strength, as well as overall stability and load-bearing characteristics under varying conditions.
- Outdoor chairs are tested for stability, back and armrest strength, and component durability. Chairs with pedestal bases are tested for the durability of the chair base.

The tests are conducted by Kimball International's A2LA accredited test lab.

## Rugs

Etc. rugs are tested to BIFMA HCF 8.1 Healthcare Furniture Design – Guidelines for Cleanability. The purpose of this Guideline is to provide guidance to furniture manufacturers and healthcare professionals in understanding typical cleaners, disinfectants, cleaning methods, and performance of furniture when exposed to these cleaners and disinfectants.

Meets all requirements for staining and cleanability:

- RTM-7G Kimball Stain Testing Standard
- RTM-62C Kimball Cleaners Disinfectants Finish Tests
- BIFMA HCF 8.1-2019
- 16 CFR Part 1630 Standard for Surface Flammability of Carpets and Rugs (FF 1-70)
- 16 CFR Part 1631, Standard for the Surface Flammability of Carpets and Rugs (FF-2-70)

BIFMA and RTM tests are conducted by Kimball International's A2LA accredited test lab. 16 CFR tests are conducted by a 3rd party lab.



## Normal Use

Normal use is defined as the equivalent of a single shift, 40 hour work week. In the event that a product is used more than normal use, the applicable warranty period will be reduced to one-third as listed below. Etc., at its option, will repair or replace with comparable product any product, part or component shipped after November 18, 2019, if the claim is eligible under the conditions of this warranty. This warranty is valid only if the product is given proper care and maintenance.

## Etc. Products

Warranty on Etc. Product is 5 years from date of purchase for all components, textiles, and foam.

## Exceptions

- Warranty on Etc. Outdoor Product is 2 years from date of purchase for all components.
- Warranty on Bernadette Poufs and Beanbags is 5 years for the textile covering material and 1 year from date of purchase for the liner with EPS fill.
- Warranty on Vora Task Seating is 12 year limited lifetime.
- Etc. warrants that each piece of furniture will be free from defects in workmanship given normal use and care for as long as the original customer owns and uses the product. This warranty is valid only if the product is given proper care and maintenance. Normal use is defined as the equivalent of a single shift, 40 hour work week. Etc., at its option, will repair or replace with comparable product any product, part or component, if the claim is eligible under the conditions of this warranty.
- Limitations: 12 year products used in multi-shift applications Five Years Textiles, Foam, Covering Materials, and Decorative Trim.

# WARRANTY

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## Finish Warranty

Minor variations in finish color may occur due to the unique texture and grain of wood.

## Exclusions

This warranty does not apply to:

- Damage caused by a carrier
- Normal wear and tear which is to be expected during the period of ownership
- Color, grain, or texture of wood, laminate, and other covering materials
- Non-compliance with installation and maintenance instructions
- Electrical grommets
- Damages or failures resulting from modifications, alterations, misuse, abuse, or negligence or improper care and maintenance of our products

## Follow these procedures to process warranty issues:

1. Contact Etc. customer service (800-634-9514) and provide them with the asset tag from the product in question and the purchase order number or acknowledgement number and a detailed description of the warranty issue. Asset tags are mandatory before the claim can be processed.
2. Customer service will determine and pre-approve all resolutions to the claim such as replacement units, labor, and repair charges. Upon approval, resolutions will be assigned an authorization number.
3. The authorization number must be included on all invoices for reimbursement. Any unauthorized charges will not be the responsibility of Etc.

As the manufacturer of your furniture, we stand behind our craftsmanship and pledge to do everything we can to resolve any problems you may have within the terms of this warranty as quickly as possible.

There are no other warranties except as expressly set forth here, either expressed or implied including any warranty of merchantability or fitness for any particular purpose. We exclude and will not pay consequential or incidental damages under this warranty.



There's more to life than work. And workspaces should reflect that. That's the philosophy behind Etc. We have an eclectic soul, filled with swoon-worthy goods that run the gamut from offbeat and sassy to homey and cozy. Etc. allows you to crush on evolving trends and update your space as quickly as styles change. With a fashion forward focus and commercial quality collections, Etc. gives customers access to the world's on-trend furniture with the dependability and reliability of Kimball International's high-quality standards. Quick, on-time, damage free delivery is just one perk. We have products that can even deliver direct to your doorstep. BOOM. We have the right mix of attitude, style, and solutions to make your work style meet your lifestyle. Go ahead, dream big. Etc. has you covered.

## Kimball International HQ and Customer Service Center

1600 Royal Street  
Jasper, IN 47546  
800-634-9514

LifeWorkEtc.com

## Atlanta Showrooms

2282 Defoor Hills Road NW  
Atlanta, GA 30318  
800-390-1876

201 17th Street NW, Suite 150  
Atlanta, GA 30363  
800-498-8121

## Boston Showrooms

70 Federal Street, 3rd Floor  
Boston, MA 02110  
800-721-2159

60 South Street, Suite 110  
Boston, MA 02111  
800-678-4436

## Chicago Showrooms

325 North Wells Street, Suite 100  
Chicago, IL 60654  
800-349-9827

325 North Wells Street, Suite 110  
Chicago, IL 60654  
800-354-3284

## Dallas Showrooms

2300 North Field Street, P400  
Dallas, TX 75201  
800-835-4904

1617 Hi Line Drive, Suite 440  
Dallas, TX 75207  
800-518-9241

## Los Angeles Showroom

500 South Grand Avenue  
Biltmore Towers, 24th Floor  
Los Angeles, CA 90071  
800-203-3688

## Washington DC Showroom

1130 Connecticut Avenue NW  
Suite 1150  
Washington, DC 20036  
800-637-6996

## eCommerce

Wayfair: [Click here to shop](#)  
Overstock: [click here to shop](#)

# WHERE TO FIND ETC.

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