

# HON

## **MULTIPLE AWARDS SCHEDULE**

FULL LIFETIME WARRANTY  
TERMS AND CONDITIONS



**Office & Education Furniture  
Schedule 71**

**Contract GS-27F-0015S**

**Effective through  
March 26, 2016**

Not all items found in the Price List  
are on Contract

**The HON Company**

200 Oak Street  
Muscatine, IA 52761

**Telephone 1-800-466-8694**

**Fax 1-800-833-3902**

Business size: Large

CCR Info: Duns 147814735 Cage 15599

Tax ID 42-1491474

NAICS: 337214 (metal products) and  
337211 (wood products)

**Authorized Federal Supply  
Schedule Price List**

On-line access to contract ordering  
information, terms and conditions,  
up-to-date pricing, and the option to  
create an electronic delivery order  
is available through **GSA Advantage!**,  
a menu-driven database system.  
The Internet address for **GSA Advantage!**  
is: <http://www.gsa.gov>

## CUSTOMER INFORMATION

### 1a) SPECIAL ITEM NUMBERS (SIN)

- SIN 711-1** Furniture systems and workstation clusters (also systems accessories)
- SIN 711-2** Worksurfaces, workstations, computer furniture, and accessories
- SIN 711-3** Filing and storage cabinets, shelves, and accessories
- SIN 711-8** Executive office furniture
- SIN 711-9** Conference room furniture
- SIN 711-11** Tables and accessories
- SIN 711-16** Upholstered seating
- SIN 711-17** Multiple seating
- SIN 711-18** Multi-purpose seating
- SIN 711-19** Stacking chairs and dollies or trucks designed to support stacking chairs
- SIN 711-93** Reconfiguration and relocation services
- SIN 711-94** Design/layout services
- SIN 71-395** Installation services
- SIN 71-302** Training room, auditorium, and theatre furniture

### 1b) SPECIAL ITEM NUMBERS (SIN)

- |                   |            |          |
|-------------------|------------|----------|
| <b>SIN 711-1</b>  | HPB1R      | \$4.15   |
| <b>SIN 711-2</b>  | HEDKBRAC   | \$14.91  |
| <b>SIN 711-3</b>  | H860000    | \$15.70  |
| <b>SIN 711-8</b>  | H1802      | \$36.27  |
| <b>SIN 711-11</b> | TCE650     | \$19.34  |
| <b>SIN 711-16</b> | HDAC01     | \$458.21 |
| <b>SIN 711-17</b> | HPRMARM    | \$166.04 |
| <b>SIN 711-18</b> | H5991      | \$23.78  |
| <b>SIN 711-19</b> | H4049      | \$31.43  |
| <b>SIN 711-93</b> | Negotiated |          |
| <b>SIN 711-94</b> | Negotiated |          |
| <b>SIN 71-395</b> | Negotiated |          |
| <b>SIN 71-302</b> | HLSA-HRK   | \$11.69  |
| <b>SIN 71-395</b> | Negotiated |          |

**2) MAXIMUM ORDER**

The following Maximum Order Limits apply by SIN:

**SIN Maximum Order**

<b>711-1</b>	\$500,000
<b>711-2</b>	\$500,000
<b>711-3</b>	\$500,000
<b>711-9</b>	\$500,000
<b>711-8</b>	\$500,000
<b>711-11</b>	\$500,000
<b>711-16</b>	\$200,000
<b>711-17</b>	\$200,000
<b>711-18</b>	\$200,000
<b>711-19</b>	\$200,000
<b>71-302</b>	\$200,000
<b>711-11 basyx</b>	\$200,000
<b>711-18 basyx</b>	\$200,000

**3) MINIMUM ORDER**

\$100.00 Net Purchase Price.

All orders shall be as for one Destination.

**4) GEOGRAPHIC COVERAGE**

48 Contiguous States and Washington, DC (CONUS)

Shipments for AK, HI, GU, PR etc., are FOB POE (Point of Embarkation); CONUS. (Refer to participating representatives for consolidation or contact HON Government Customer Support for forwarding and/or containerization information.) For "International" Use of Domestic Schedules; activities shall provide forwarding instructions and/or TCN documentation and/or instructions.

**5) POINTS OF PRODUCTION**

Muscatine, IA; Cedartown, GA; Florence, AL; Orleans, IN

**6) DISCOUNT STATEMENT**

Prices within the HON List Pricer are shown at list, not net. For HON GSA discount structure, reference discount matrix on hon.com. For questions, contact Government Customer Support or your local HON Sales Representative. Refer to 13b.

**7) QUANTITY DISCOUNTS STATEMENT**

Refer to discount matrix on hon.com.

**8) PROMPT PAYMENT TERMS**

None. Payment terms are net 30 days.

**9a) GOVERNMENT CREDIT CARDS**

Government Credit Cards are accepted, above and below micropurchase levels.

Written confirmation and authorized signatures are required.

Activities may verbally provide card information, but products shall be confirmed in writing.

Use of credit cards shall be at time of order placement. Credit cards will bill when product is shipped, see GSAR 552-232-80(c).

**9b) DISCOUNT FOR CREDIT CARD USE**

None.

**10) FOREIGN ITEMS**

Selected Products (NAFTA).

**11a) TIME OF DELIVERY**

60 days After Receipt of Order (ARO) or sooner. Orders conforming to routine commercial criteria may be accorded shorter lead times. Orders which require delivery dates in excess of 30 days shall specify a "do not ship prior to..." instruction.

**11b) EXPEDITED DELIVERY**

HON Daily Chairs Direct are available on selected products. Eligible products will be subject to a non-discountable upcharge of 2.5% list. HON Daily Project Ready also available without an upcharge. Please contact HON Government Customer Support for ordering instructions.

**11c) OVERNIGHT AND 2-DAY DELIVERY**

Certain models and/or parts may be available for overnight or 2-day shipment. Normal orders, which have not yet been loaded, may be modified for air shipment. This practice is not encouraged but is available subject to all transportation charges being borne and paid by the ordering agency.

**11d) URGENT REQUIREMENTS**

Available as I-FSS-140-B, contact HON Government Customer Support.

## 12) FOB

All orders FOB Destination: CONUS (FAR 52.247-34). Refer to 4.

Installation available. Please obtain an installation quote from an authorized HON Servicing Dealer. Refer to 19.

## 13a) ORDERING ADDRESS

Agencies send completed purchase orders made out to:

**The HON Company**  
**200 Oak Street**  
**Muscatine, IA 52761**  
**Ph: 800-466-8694**  
**Fx: 800-833-3902**  
**Email:**  
**hongsaoe@honcompany.com**

Alternately, orders may be made out to:

**The HON Company**  
**c/o Servicing Dealer**  
**200 Oak Street**  
**Muscatine, IA 52761**

## 13b) ORDERING PROCEDURES

Agencies are encouraged to use EDI procedures. Agencies may fax orders and receive acknowledgment by facsimile by including fax number and identifying a point of contact. Please contact HON Government Customer Support for EDI and/or facsimile order/acknowledgment processing.

**HON Government**  
**Customer Support**  
**Ph: 800-466-8694**  
**Fx: 800-833-3902**  
**Email:**  
**hongsateam@honcompany.com**

Ordering procedures, information on Blanket Purchase Agreements (BPAs) and a sample BPA can be found at the GSA Schedule homepage ([www.gsa.gov](http://www.gsa.gov)).

### **Cancellation:**

Cancellation of orders prior to production shall be at no charge. After production, cost incurred may be applicable, up to 25% net product dollars.

### **Restocking Policy:**

Returns will not be accepted without written authorization or issuance of a valid return authorization by The HON Company. Agencies shall pay and bear responsibility for returns. Returned product must be returned in original cartons, with proper inner packing and is subject to inspection before acceptance. Returns are subject to restocking fee of up to 25% of the invoiced amount.

## 14) PAYMENT ADDRESS (REMIT TO:)

**The HON Company**  
**PO Box 404422**  
**Atlanta, GA 30384-4422**

## 15) WARRANTY

For HON's Full Lifetime Warranty and *basyx*® Limited 5-Year Program, reference pages 7 and 8.

## 16) EXPORT PACKING CHARGES

Domestic Packaging Standard. Special packaging and palletization requests carry additional charges, quoted on a project-by-project basis. Please contact HON Government Customer Support for details.

## 17) CREDIT CARD TERMS

Refer to 9a and 9b.

## 18) RENTAL, MAINTENANCE, AND REPAIR

Not applicable.

## 19) INSTALLATION

Installation charges of \$500 or less must not exceed 16.5% of total product net (with a minimum of \$100). Installation charges greater than \$500 may be negotiated with contractor on a project-by-project basis by the ordering activity involved, inclusive of IFF. v

## 20a) REPAIR PARTS

Refer to HON Government Customer Support. Refer to 21.

## 20b) OTHER SERVICES

Design and layout services available, negotiated with contractor on a project-by-project basis by the ordering activity involved, at an hourly rate of \$50.00/hr. The rate shall be inclusive of IFF.

## 21) SERVICE AND DISTRIBUTION

Visit The HON Company GSA Dealer locator at [www.hon.com](http://www.hon.com) or refer to HON Government Customer Support for an authorized servicing dealer near you:

### **HON Government**

#### **Customer Support**

**Ph: 800-466-8694**

**Fx: 800-833-3902**

#### **Email:**

**[hongsateam@honcompany.com](mailto:hongsateam@honcompany.com)**

## 22) HON DEALER PARTNERS

Support services – including design, installation, reconfiguration, relocation, warehousing, and overall project management – are the responsibility of The HON Company, but will be quoted for each customer order by the associated HON dealer partner. To find a HON dealer near you, contact HON Government Customer Support. See 21 above.

## 23) PREVENTATIVE MAINTENANCE

Not applicable.

## 24a) ENVIRONMENTAL ATTRIBUTES

The HON Company uses the Indoor Advantage™ program from Scientific Certification Systems (SCS) to certify the indoor air quality emissions of our products. The Indoor Advantage program evaluates the emission of chemical compounds into the air to help improve the air quality within enclosed indoor environments.

This certification by Scientific Certification Systems (SCS) subjects products to specific indoor air quality emission requirements. SCS offers two levels of certification:

- Indoor Advantage certifies conformance with LEED-CI criteria for EQ4.5, as well as BIFMA X7.1 Low-Emitting Furniture and Seating.
- Indoor Advantage Gold certifies additional conformance with California 01350 Special Environmental Requirements and Collaborative for High Performance Schools (CHPS).

## **On the level**

level, the BIFMA e3 sustainability standard, was developed in response to the increasing demand for proof that manufacturers are living up to their environmental claims. level certification is based on four sustainability attributes: Materials; Energy and Atmosphere; Human and Ecosystem Health; and Social Responsibility. The HON Company has received level 2 certification on more than 80 percent of our product volume.

Published Environmental Statements available upon request.

The HON Company was awarded the GSA Evergreen Award in 2003.

## 24b) 508 COMPLIANCE

Not applicable.

## 25) DUNS NUMBER

DUNS 147814735

## 26) CCR

DUNS 147814735

Cage: 15599

## OTHER DESIGNATORS

TIN: 42-1491474

CEC: 14882483C

SIC #: 2522 (metal products) 2521 (wood products)

NAICS: 337214 (metal products) 337211 (wood products)

337215 (partition/shelving products).

Photocopy order form, complete and fax (800-833-3902).

**HON GOVERNMENT CREDIT CARD ORDER INFORMATION**

- A Government Agency Purchase Order must be submitted for all orders with Net 30 day terms.
- Cardholder signature required for credit card order.
- Credit card orders bill when shipped. See GSAR 552.232-80 (C).

Agency P.O. # \_\_\_\_\_

**Contract #** \_\_\_\_\_

Credit Card Billing Address \_\_\_\_\_

Ship-to Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Bill-to Phone # \_\_\_\_\_

Traffic Contact Phone # \_\_\_\_\_

Bill-to FAX # or Email \_\_\_\_\_

Traffic Contact Name \_\_\_\_\_

\_\_\_\_\_

CREDIT CARD INFORMATION

Credit Card # \_\_\_\_\_

Credit Card Security Code \_\_\_\_\_

Credit Card Expire Date \_\_\_\_\_

Cardholder Name \_\_\_\_\_

Phone # \_\_\_\_\_

FAX # \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

DELIVERY

Delivery is tailgate to a standard dock. FAR 52.247-34.

Special Instructions/Requests/Mark For:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Servicing Dealer** \_\_\_\_\_

Contact \_\_\_\_\_

Phone # \_\_\_\_\_

Account # \_\_\_\_\_

**Please provide signature on line above and be sure to include total dollar amount in space below.**

QTY	MODEL	COLOR	TAG	LIST \$	DISC %	UNIT \$		
							Total \$	

See Attached Quote \_\_\_\_\_ # Pages to Follow

The HON Company Government Customer Service • Phone 800-466-8694 • FAX 800-833-3902  
 Email: hongstateam@honcompany.com



## FULL LIFETIME WARRANTY

### Your HON Full Lifetime Warranty

Every time you purchase a HON product, you're making an investment in your future. We're proud to play a part in that future, and you can trust us to do our best for as long as you need us.

The HON Full Lifetime Warranty is our assurance to you that the HON desks, workstations, seating, tables, or storage you purchase will be free from defective material or workmanship for the life of the product.

In the unlikely event that any HON product or component covered by the HON Full Lifetime Warranty should fail under normal workplace use as a result of defective material or workmanship, HON promises to repair it. If we are unable to repair it, we will replace it with comparable product or, if you prefer, we will refund your purchase price.

### What's covered by the HON Full Lifetime Warranty?

Your HON Full Lifetime Warranty applies to product manufactured after January 1, 2011. All HON product lines, materials, and components are covered by your HON Full Lifetime Warranty except for the items described below.

The specific product lines, materials, and components listed below are covered under HON's Full 12-Year and Full 5-Year Warranties (from date of purchase).

#### HON's Full 12-Year Warranty

- Electrical components (lamps and ballasts are not covered)
- Seating *ilira*® -stretch
- Laminate surfaces
- Seating controls
- Signal seating upholstery fabric
- Accessories
- Wood seating
- Veneer surfaces

#### HON's Full 5-Year Warranty

- Panel and seating textiles

These warranties apply to HON products sold within the United States of America, U.S. Territories, and Canada, as well as U.S. Military and Federal Agency purchases (regardless of location).

### Is anything not covered?

There are a few exclusions to the HON Full Lifetime Warranty and to the 12- and 5-year warranties. These exclusions are:

- All *basyx*® by HON products (these products are covered under a separate *basyx* by HON warranty).
- Color-fastness or matching of colors, woodgrains, or textures occurring in wood, leather, or other materials that naturally exhibit inherent color variations.
- Customer's own materials (COM) selected by and used at the request of a user.
- Modifications or attachments to the product that are not approved by The HON Company and product failures resulting from such modifications or attachments.
- Product normal wear and tear, which is to be expected over the course of ownership.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.

### Warranty requests or questions?

Your HON dealer is our mutual partner in supporting your warranty requests. To obtain service under this warranty, please contact your HON dealer. If you are not sure who your dealer is, please call HON Customer Support at 800-833-3964.

THAT'S YOUR HON FULL LIFETIME WARRANTY. AS AN OWNER OF HON PRODUCT, THE WARRANTY EXPLAINED HERE IS YOUR SOLE AND EXCLUSIVE REMEDY. THERE ARE SOME EXCEPTIONS IF YOU PURCHASED THE PRODUCT FOR HOME OR PERSONAL USE WHICH ARE EXPLAINED BELOW. TO THE EXTENT ALLOWED BY LAW, THE HON COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE HON COMPANY WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.



## LIMITED 5-YEAR PROGRAM

The HON Company promises to repair or replace any *basyx* by HON product or component that is found to be defective in material or workmanship within five (5) years from the date of original purchase so long as you, the original purchaser, still own it. This is your sole and exclusive remedy. This warranty is subject to the provisions below. It applies to product manufactured after July 1, 2004.

### Limitations:

- Upholstery on chairs is warranted for two years from date of purchase.
- Damage caused by the carrier in-transit is handled under separate terms.

### Exceptions:

- Pneumatic cylinders on chairs are warranted for so long as you, the original purchaser, still own the chair.

### Exclusions:

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

- Normal wear and tear, which are to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by The HON Company.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Products used for rental purposes.

### Seating Usage

Normal commercial use for seating is identified as the equivalent of a single shift, forty- (40) hour workweek. To the extent that a seating product is used in a manner exceeding this, the applicable warranty period will be reduced in a pro-rata manner.

### A word about color variations, fabrics and finishes:

The HON Company does not warrant the color-fastness or matching of colors, grains, or textures of covering materials.

### Customer's Own Material (COM)

Not available on *basyx* by HON product.

TO THE EXTENT ALLOWED BY LAW, THE HON COMPANY MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE HON COMPANY WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES.

### Notice to purchasers for home or personal use:

Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you. 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 which vary from state to state.

This warranty applies only to products sold within the United States of America and the Commonwealth of Canada.

### To obtain service under this warranty:

Your *basyx* by HON Dealer is our mutual partner in supporting your warranty requests. By following the procedures outlined below, you can be assured of the best level of service. Please note: Consent of The HON Company must be obtained before any warranty work is performed. To obtain consent, please take the following steps:

1. Contact the Dealer from whom the product was purchased within 30 days of discovery of the defect. Be prepared to affirm that you are the original purchaser of the product and to provide the serial number(s) from the product in question.
2. Your Dealer will gather all pertinent information regarding the claim, inspect the product, and contact a HON Company customer service representative. (Please allow a reasonable amount of time for inspection and review.)
3. f The HON Company affirms that the product in question is eligible under the conditions of the warranty as stated above, the customer service representative or another representative of the Company will determine whether to provide replacement parts, authorize repairs, or replace the product.



the sustainability certification program for furniture



INDOOR ADVANTAGE GOLD



INDOOR ADVANTAGE™

### Office & Education Furniture

GSA Contact GS-27F-0015S

Expiration: March 26, 2016

Tax ID 42-1491474

DUNS 147814735

Cage Code 15599

## Showroom Locations

**Muscatine, IA**  
200 Oak Street  
Muscatine, IA 52761  
Phone: 563-272-7100

**Chicago, IL**  
222 Merchandise Mart  
Ste. 1130  
Chicago, IL 60654  
Phone: 312-467-0725  
Fax: 312-467-0732

**Washington, DC**  
1101 Connecticut Ave., NW  
Ste. 450  
Washington, DC 20036  
Phone: 202-223-1411  
Fax: 202-223-5185

**New York, NY**  
162 Fifth Avenue  
5th Floor  
New York, NY 10010  
Phone: 212-242-8903  
Fax: 212-242-8904

**Atlanta, GA**  
1100 Peachtree Street NE  
Ste. 600  
Atlanta, GA 30309  
Phone: 404-347-9680  
Fax: 404-647-9684



The HON Company  
200 Oak Street  
Muscatine, IA 52761  
800-833-3964  
**hon.com**

### HON Government Customer Support

**Phone** 800-466-8694  
**Fax** 800-833-3902  
**Email** hongstateam@honcompany.com

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GSA Advantage is a registered mark with the U.S. Patent and Trademark Office.

ilira-stretch is a registered trademark of H.R. Rathgeber GmbH & Co. KG.

level is a registered trademark of BIFMA International.

Indoor Advantage is a trademark of Scientific Certifications Systems.