



ROOM B

# GENERAL

## **Validity of Pricing**

Room B reserves the right to change pricing without notice. If a price changes, Room B will honour the previous outdated price for 30 days. Room B is not responsible for any publishing or typographical errors.

## **Ordering**

When an order is ready to be placed, please submit an approved Purchase Order to [sales@roomb.ca](mailto:sales@roomb.ca).

Upon receipt of an approved Purchase Order, Room B will provide an Acknowledgement to confirm receipt of the order. A 50% deposit will be required prior to the start of production unless otherwise agreed upon between Room B and the customer.

## **Changes, Cancellations, Returns**

Orders may be changed or cancelled within 48 hours after receipt of the deposit payment. Changes may affect delivery dates. Changes are subject to additional charges for any expenses incurred due to the change.

After 48 hours, if there has not been any corrections or comments, the order is assumed to be correct and production will begin.

After 48 hours, and in the event of a cancellation, the Purchaser will be subject to lose their deposit payment due to re-stocking charges.

Custom orders, COM material, orders pursuant to expedited delivery, and In-Stock products may not be cancelled. All sales are final.

## **Variations**

All product specific information presented in Room B literature are for reference only. All images, technical information, dimensions, materials, and colours are for representation purposes only. Any variation between the literature and the product may not form a ground for complaints, compensations, termination of an agreement, or price deductions. Room B reserves the right to minor differences in form, dimension, structure, and colour between product samples, showroom models, and the final product. Room B reserves the right to modify any product, at any time, without prior notice. Room B reserves the right to suspend production of any product without notice or reason.

## **Product Disclaimer**

Room B will accept no liability for any damages or losses caused to property and/or persons. Avoid any incorrect or improper use and/or handling of products. Room B assumes no liability due to incorrect or improper use and/or handling of the product.



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# SHIPPING

## General

Shipping does not include additional services such as inside delivery, installation, unpacking, removal, or disposal of cartons and/or packaging materials. To delivery locations within Canada and the continental United States, standard shipping is quoted via ground transportation. Room B will select, at their discretion, the most appropriate carrier and routing for orders which Room B is responsible for shipping. Should the customer choose to provide their own shipping, their Purchase Order must clearly state 'Customer Pick-Up'. Room B will notify the customer when the product is ready for pick up. The customer is required to arrange pick up within 7 business days of the notified availability date. Failure to pick up within this timeframe is subject to additional warehousing fees. Any charges incurred from failure to receive a shipment, rerouting while in transit, or carrier storage fees are not included in prices or quotations, and are subject to additional charges. Orders requiring special services are subject to additional charges. These services are not limited to, but may include: change of destination, refused returned shipment, detention fees (after 2 hours of waiting), weekend and holiday delivery, change of tags/address/phone numbers on shipments, 'call before delivery' or specific scheduled delivery appointments, and expedited delivery. Room B is not responsible for any charges related to refused or returned items.

The delivery date is approximate and is dependent on the receipt of payment and/or the timely submission of customer's own materials (especially fabric). Delivery can be delayed by unexpected force majeure interventions including strikes, industrial action by the work force, problems in the transport sector, war, rebellions, fire, accidents, government regulations, or other obstacles that are beyond Room B's control.

## Shipping Rates

Product shipping rates will be based off List pricing per item. Please refer to the product specific webpage to calculate the shipping rate. All rates listed on the website will be updated regularly to remain current. Certain products may require manual freight quotes from Room B. Room B is not responsible for any publishing or typographical errors.

## Shipping Damage

Room B products are carefully inspected before they are packaged for shipment. For products that are packaged fully assembled, shifting may occur during transport and it is recommended that installers check screws and other hardware to ensure all hardware remains tightened upon arrival.

Room B is not responsible for items damaged during transport. The transportation company assumes the responsibility of delivering the products in good condition when the bill of lading is signed. The risk of damage to the product shall pass to the customer upon takeover of the goods.

Do not refuse merchandise damaged in transit. Instead, make note on the delivery receipt of damage and contact Room B Customer Service. The customer must unpack all packages immediately upon delivery. Concealed damage must be reported to Room B immediately after receiving the shipment by submitting a detailed claim, including photographs and other documentation to support the claim. If the product is not installed or used immediately after delivery, it is the customer's responsibility to inform Room B of any changes to the anticipated installation dates in writing. The customer will have 1 week after the anticipated date of install to report any concealed damage with the same procedures as captured above. Save all cartons and packing materials so they can be used to return products if necessary.

## In-Stock Program

The In-Stock Program allows for shorter than normal lead times for a selection of popular products from Room B. Please keep in mind the In-Stock Program is not meant to replace our standard lead times. The selection and available quantities of In-Stock items will vary. A list of available products will be distributed each month. Please contact [sales@roomb.ca](mailto:sales@roomb.ca) for further information.



ROOM B

# UPHOLSTERY

## General

Room B reserves the right to differences in the upholstering process, if required, by the form of the product or the material properties of the fabric, synthetic leather, natural leather, or customer's own material.

## Fabric

The material composition of certain fabrics makes them susceptible to stretching, telegraphing, puddling, and wrinkling, over which Room B has no control. Changes in weather and humidity can affect the appearance of certain fabrics. Please refer to the manufacturer's website for detailed information related to each fabric.

## Synthetic Leather

The material composition of synthetic leathers will be either polyurethane (PU) or polyvinyl-chloride (PVC). Please refer to the manufacturer's website for detailed information related to each synthetic leather.

## Natural Leather

The quality of natural leather depends on the animal's lifestyle and how the leather has been processed. Minor defects occurring during the animal's life, such as wrinkles, veins, small scars, or scratches are regarded as permissible. Unacceptable defects include, deep scratches, burn marks, thin skin, and material processing defects. We carefully eliminate both large and small defects from the cutting pattern to ensure the best quality upholstery. Please refer to the manufacturer's website for detailed information related to each natural leather.

## Upholstery Staining

Light coloured fabrics, artificial leathers, and natural leathers can be stained when in contact with other materials (non-colourfast textiles, denim, newspapers, etc). Room B bears no responsibility for this type of staining, and it is not covered under warranty.

## Customer's Own Material

Room B products can be upholstered with the customer's own fabric, synthetic leather, or natural leather. These orders are considered custom and are not eligible for return. A material sample must be submitted to Room B for preliminary approval prior to order placement. Room B's approval is only for the specific material submitted, and the specific product it is intended. This approval does not include any responsibility or any warranty from Room B as to the appearance, behavior, or durability of the material. Room B reserves the right to refuse any material which is not suitable for our products, not suitable for the intended application, or is not delivered in the requested state.

All materials should be sent to Room B in rolls, with the face side and pattern direction distinctively marked. In absence of specific written instructions, materials will be cut, seamed, and applied at our discretion and at the customer's own risk. Fabrics such as stripes, plaids, and large-scale patterns may not meet expectations due to sewing patterns, contoured shapes, and seams. Additionally, the material consumption of these fabrics may be higher than expected.

COM/COL orders will be scheduled for production only upon receipt of production yardage. Excess materials will be discarded unless otherwise instructed by the customer at time of purchase. The customer is responsible for all charges related to purchasing and transporting the fabric to Room B's warehouse. Please contact Room B if you have any questions about fabric application and our products.



ROOM B

# CARE & MAINTENANCE

## General

Regular professional care and preventive maintenance extends the life of any product. To ensure longevity, all products should be cleaned and inspected regularly. Regularly check and tighten all screws and bolts used for connections of individual parts. Periodically check joints and components for damage and wear. If any product shows any sign of structural failure it should be taken out of service immediately. Products should not be exposed to extreme moisture, temperature, or direct sunlight. Relative humidity should be maintained at 40-60% to prevent wood and upholstery deformation, as well as micro cracking in finishes. Prolonged exposure to direct heat sources and UV radiation can cause deformation and discoloration of all products. Do not use harsh solvents, chemicals, or abrasives on any product or finish. The use of improper cleaning products or methods could cause irreversible damage to the product. Before using any cleaning method or product, test on an inconspicuous area. Always contact Room B for detailed cleaning and care instructions.

## Wood

Use a humidifier to maintain a relative humidity level of 40-60%. Humidity outside of this range can negatively impact the product, causing cracking and warping. Small cracks can be filled with a soft wax in a matching colour. The wax will temporarily fill the crack until the correct humidity level is maintained. As the wood returns to its original shape, the wax is forced from the crack, and can be removed easily. Please note, painted wood products are more susceptible to mechanical damage through use and wear. This is a normal characteristic and any perceived damage is not covered under warranty. Remove dust with a soft, clean, lint-free cloth. Clean wood products with a damp cloth, wiping in the direction of the wood grain. Never use concentrates, abrasive detergents, silicone oils, or ammonia-based products as they may cause irreversible damage. Before using any cleaning method or product, test on an inconspicuous area. Liquid spills must be wiped up immediately to avoid permanent damage to the wood and finish. Do not let large stains dry on the surface, remove them immediately with a damp cloth. If difficult stains or scratches occur, consult a professional furniture re-finisher. For oiled surface treatments, please contact Room B for detailed cleaning and care instructions.

## Upholstery & PET Felt

Regularly, remove dust with the low suction force of a vacuum cleaner. Immediately dry spilled liquids with a white cotton or paper towel. Do not let other stains dry on the surface, remove them immediately with a damp cloth. Do not rub PET felt as it will cause bald spots. Please contact the upholstery manufacturer for detailed cleaning and care instructions.

## Metal

All metal products are protected with a chrome, clear-coat, or powder coat finish. Clean these products with a damp cloth. For persistent stains, a mild solution of soap and water may be used. If the product features a visible brushed finish, wipe in the direction of the brush pattern. Do not use harsh solvents, chemicals, or abrasives as they will cause irreversible damage to the finish. Before using any cleaning method or product, test on an inconspicuous area.

## Plastic

Clean plastic products with a damp cloth. For persistent stains, a mild solution of soap and water may be used. Strictly avoid acetone, trichloroethylene, ammonia, alcoholic substances, and detergents, containing even a small amount of these substances. Do not use harsh solvents, chemicals, or abrasives as they will cause irreversible damage to the finish. Before using any cleaning method or product, test on an inconspicuous area. Liquid spills must be wiped up immediately, even for outdoor products, as the finish could be affected by atmospheric agents.

## Cane

Use a humidifier to maintain a relative humidity level of 40-60%. Humidity outside of this range can cause the cane to crack. Cane can be damaged by isolated pressure or force, therefore never kneel or stand on cane components. Some cane fibers may fray through normal use and wear. This is a normal characteristic and any perceived damage is not covered under warranty. Regularly remove dust with the low suction force of a vacuum cleaner. Immediately dry spilled liquids with a white cotton or paper towel. Please contact Room B for detailed cleaning and care instructions.

## Table Tops

Clean table tops with a damp cloth. For persistent stains, a mild solution of soap and water may be used. If the product features a visible grain pattern, wipe in the direction of the grain. Do not use harsh solvents, chemicals, or abrasives as they will cause irreversible damage to the finish. Before using any cleaning method or product, test on an inconspicuous area. Please contact Room B for detailed cleaning and care instructions.

## Floor Glides & Castors

Periodically inspect floor glides and castors, and replace if worn or damaged. Please contact Room B for more information.