

General Information



j.h. carr & sons

a WAYMAR company

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General Information

Standard Warranty

The original purchaser of J.H. Carr-built furniture is protected against defective workmanship for a period of one year from the date of shipment. Warranty on product not manufactured by J.H. Carr (including without limitation upholstery material) is not covered by J.H. Carr but is governed solely by the guarantees or warranties, if any, of the manufacturer. J.H. Carr will accept no responsibility for the durability of the Customer's-Own-Material (C.O.M.). "Cost Buster" promotional products are excluded from our Standard Warranty and are limited to a 90 day frame warranty only. These promotional products exclude a warranty on fabric and floor glides.

Extended Warranty

In addition to the standard warranty, J.H. Carr & Sons extends the warranty period on a variety of products. These include and are limited to:

Wood chair frames: All standard wood chair frames carry a 3-year structural warranty on the frame. (100% in year 1; 50% in year 2, 20% in year 3)

Metal chair frames: All standard metal chair frames carry a 5-year structural warranty on the frame. (100% in year 1; 75% in year 2; 50% in year 3; 25% in year 4; 10% in year 5)

Booths: All booths carry a 5-year structural warranty on frames. (100% in year 1; 75% in year 2; 50% in year 3; 25% in year 4; 10% in year 5)

The extended warranty is limited to the frame cost only, and excludes all fabrics, fillings and glides. The extended warranty is limited to J.H. Carr & Sons standard catalog products only, and does not apply to products manufactured to customer's specifications.

Strict adherence to care, maintenance and repair schedule as outlined by J.H. Carr & Sons are required to maintain warranty on frames.

WE WILL REPLACE OR REPAIR DEFECTIVE FURNITURE COVERED BY THIS WARRANTY DURING THE ABOVE STATED PERIODS, UP TO THE STATED AMOUNT OF COVERAGE, PROVIDED THE CUSTOMER NOTIFIES J.H. CARR WITHIN 30 DAYS OF THE DISCOVERY OF A DEFECT, AND THE FURNITURE OR DEFECTIVE PORTION IS RETURNED PROMPTLY AS DIRECTED, CHARGES PREPAID. IN NO EVENT SHALL LIABILITY UNDER THIS WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF DEFECTIVE FURNITURE. IN THE EVENT THAT ANY CLAIM IS MADE UNDER THIS WARRANTY THE SOLE OBLIGATION OF J.H. CARR WILL BE, AT J.H. CARR'S OPTION, TO EITHER: (1) REPAIR OR REPLACE SUCH CHAIRS AND/OR OTHER PRODUCTS; OR (2) REFUND THE PURCHASE PRICE PAID FOR THE CHAIRS AND/OR OTHER PRODUCTS. THIS WARRANTY IS CONDITIONAL UPON THE PURCHASER PERIODICALLY EXAMINING THE CHAIRS FOR DEFECT INCLUDING, BUT NOT LIMITED TO, METAL FATIGUE. THIS WARRANTY IS THE ONLY WARRANTY MADE BY J.H. CARR AND IS IN LIEU OF ALL OBLIGATIONS OR LIABILITIES ON THE PART OF J.H. CARR FOR DAMAGES INCLUDING, BUT NOT LIMITED TO, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE BREACH OF THIS WARRANTY.

RETURNS: Immediate written notification is required and instructions will be sent to you covering the return. RMA (Return Merchandise Authorization) will be issued. Do not return merchandise without an RMA number. MERCHANDISE RETURNED WITHOUT AN RMA NUMBER WILL BE REFUSED. No deductions for repairs in field will be allowed without specific written authorization. This warranty does not apply to furniture damaged by accident, abuse, neglect, or misuse, nor does it apply if repairs are attempted by purchaser or by anyone other than an authorized J.H. Carr employee at a J.H. Carr factory.

This warranty replaces all other warranties, expressed or implied; we neither assume nor authorize any person to assume for us any other obligation of liability in connection with our products and services. No sales person or representative has the authority to change or alter any provision or prices noted on these pages. NOTE: Warranty may be voided if the proper maintenance procedures are not followed.

Possession of J.H.Carr's catalog or price list does not guarantee the right to purchase from J.H.Carr. Only authorized distributors have the privilege to purchase directly from J.H.Carr.

The information on the J.H. Carr website price list at www.jhcarr.com supersedes all information in prior lists, catalog pages and swatch cards.

Minimum Order Information

Our minimum shipment is \$100 Net Purchase. Hardware Orders excluded. Stock orders for shipments under \$100 are placed in back order with the next order. Minimum order quantities are as follows:

- 12 Wood Chairs
- 12 Metal or Wood Barstools
- 5 Table Tops
- 12 Metal Stack Chairs
- 5 Table Bases
- 2 Single/1 Double Booths

On orders for less than the individual minimum order above in a particular style, size and finish, a set-up charge of \$75 net will be applied. Please note that all minimum order charges will be waived if the total invoice amount of the order exceeds \$1,950 list. Only one minimum order charge will be applied per order.

Hardware Orders - Minimum hardware order - \$25 net.

Table Bases and Counter Stool Bases - Add \$10.00 list charge on set up table bases. Steel column less than standard height add \$11.00. Steel column more than standard height (maximum 6" over standard) add \$26.00. For custom powder coat finish upgrade add \$70.00 per base. Powder coat minimum 10 bases for orders less than minimum add \$120.00 net to order.

- All T Series and P Series bases are cast iron with steel column and spider and come equipped with plastic carpet glides. For additional finishes, consult factory.
- Self adjusting glides are available in sets of 4 - add \$20.50 per set, or for sets of 5 add \$25.60 per set.
- All J bases are shipped 1 per carton. All J bases come equipped with 12" Top Plate.

Counter Stool Bases - Model 3100 cantilever and model

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3300 floor mount stool bases. All include self-centered or full revolving ball bearing swivels. Standard finish is black powder coating. Consult factory for other finishes. Overall height, as stated in catalog, is to the top of the swivel tolerance + or - 1/4". A shop drawing is required for model 3100.

Planter Walls and Divider Walls - Planter walls and divider walls less than 4 feet long will be priced as a 4 foot long wall, regardless of actual length ordered.

Wainscot - Wainscots are wall coverings that are used where durability is a necessity and where table tops are fastened to walls. J.H. Carr wainscot comes standard with "V" edge available in 13 colors. It is predrilled for cantilever table bases, and is supplied with steel nuts for cantilever table base. Wainscot covering both sides will be 1 1/2" thick solid furniture stock with a moisture content of 13% or less. Fabrication of all wainscot as with all J.H. Carr's products shall be performed by skilled mechanics. Workmanship shall be of the highest quality.

Tabletops - All J. H. Carr & Sons table tops are made to nominal industry standard sizes. If an exact size is required, order must so state. Use next largest standard size top price.

- Intermediate Sizes - For intermediate sizes, use price of next largest standard size top and add 10%.
- Laminated Table Tops - Prices for laminated tops include standard laminates. All dimensional patterns are available on quotation. All other manufacturer's laminates are available on quotation. When ordering, please be sure to specify correct high pressure laminate color and number. Standard laminate is Wilsonart and Formica. When ordering non standard laminate contact factory for price quote and lead time.
- Round Tops - Tops larger than 60" diameter must be seamed. All rounds other than our standard sizes must be quoted.
- Shipping Weights - Allow for approximately 4 1/2 lbs per square foot. Custom tables and tops larger than 42"x42" may require special packaging. If shipped with a common carrier or on ocean shipments, consult factory regarding packaging charges. Actual weight for custom and oversized tables are estimated and cannot be verified until packaging is completed.
- Oval or Boat Shaped Tops - Many of J. H. Carr's table tops are available in oval or boat shapes. For pricing, take the two largest dimensions, multiply by series square foot price and add 20%. Freeform tops are available on quotation. Supply plan and specifications.
- Solid Wood and Wood Edged Tops - J.H. Carr & Sons offers random plank 1-1/2" thick beech tops. Tops are manufactured with continuous lengths only (no butt joints). J.H. Carr offers a durable commercial quality high solids stain and bleach resistant conversion varnish; our wood tops are heat set in bake ovens.

Wood Edges - J.H. Carr offers a variety of beech hardwood table edges. We offer as a standard only mitred corners (no lap joints). Edges are installed with splines to maintain edge integrity. When ordering, please specify stain finish.

- Cleaning Instructions - V-edge series table tops made with plastic laminate materials should be maintained by regular cleaning with soap and water. A non-abrasive household

cleaner can be used to remove stubborn stains. J. H. Carr recommends the product J. H. Carr Counter Top Magic to be used once a week to polish surface and to increase service life.

Terms - Net 30, unless otherwise specified. There will be a service charge of 1 1/2% per month on all accounts 30 days past due. J.H. Carr will not accept C.O.D orders.

Quotations - All quotations by factory or representatives are for a period not to exceed 60 days unless extended in writing.

Non-Rated or New Accounts - Payment terms are C.I.A. or L.O.C. on initial orders, with a deposit required on special merchandise. Initial orders under \$500 require full amount in advance. Orders over \$500 require 50% deposit to release for production. Please send full credit information and references and allow time for Credit Department approval.

Phone Orders - J.H. Carr accepts phone orders as a service to meet customer needs. However, a purchase order marked "CONFIRMATION" must follow immediately. Duplicate orders not marked CONFIRMATION are the responsibility of the customer.

Prices - All prices are subject to change without notice. All prices are F.O.B. factory. The information on the J.H. Carr website price list at www.jhcarr.com supersedes all information in prior lists, catalog pages and swatch cards.

Manufacturing - J.H. Carr reserves the right to make changes in design if the change improves the general construction of our product.

Match-up Orders - If an order is to match a previous shipment, it must be clearly stated on the order. Please supply original invoice number and date. We are unable to guarantee match-up orders older than 18 months. J.H. Carr cannot be responsible for discontinued materials.

Shipment of goods and damage claims - Shipments will be made "best way" unless carrier preference is indicated. If carrier indicated does not serve our factory location, we will

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make shipment by the most practical way. We do not assume responsibility for any difference in freight charges. We are not responsible for damages in transit, or for delays in transit. J.H. Carr must be notified of any variance in quantity or specifications from the order within 5 days of receipt of merchandise.

Some products are priced uncrated and unboxed for blanket wrap delivery. Quote upon request. When shipped via common carrier, crating/packing charges will be added to the invoice.

Shipments will be made from the point of manufacture. It is recommended that all freight carriers are specified to ship direct with no terminal stops. If consolidation is required, the order must state accordingly.

Any shortage or sign of damage should be noted on the freight bill before delivery acceptance. If damage is discovered after delivery, the purchaser should notify the carrier at once to request an inspection and instructions for filing a freight claim. Concealed damage claims must be filed within 10 days of receipt of delivery. Refusal to accept goods from the carrier does not relieve the purchaser of responsibility for payment and filing necessary claims in the prescribed manner. All goods become the property of the purchaser upon delivery to the carrier.

All completed orders will be billed on the originally agreed upon completion date. Any manufactured order held beyond the originally agreed upon shipping date will be billed and must be promptly paid in established terms. If shipment is held at the factory at the dealer's request, after 30 days storage charges will be invoiced. The customer may make arrangements for offsite storage at his own expense. Any charges incurred by J.H. Carr for C.O.D fees, inside delivery, etc. will be invoiced to the customer.

Shipments on Hold – On shipping hold requests received for orders near completion in manufacturing, J.H. Carr will complete the order and invoice the customer on the original scheduled shipment date. After 30 days, storage charges will be invoiced.

Customer Pick-Ups – Customers will be notified when pick-up orders are ready. Orders must be picked up promptly. Orders left longer than 30 days will be subject to storage and handling charges. Customers are responsible for providing their own packaging for merchandise that is on will call.

Samples – We make every effort to fill all sample orders promptly. Samples are supplied on firm orders only, must be paid for, and cannot be returned for credit. Consult J.H. Carr regarding showroom samples.

Returns – Merchandise returned will not be accepted without written consent of J.H. Carr. A "Return Authorization" sent to the customer by J.H. Carr must accompany all returned merchandise along with proper identification or the shipment will be refused. Orders that have non-stock merchandise, special material, manufacturing sizes, etc. are not returnable. Returns must be made within 30 days of "Return Authorization" date.

Cancellations/charges – All cancellations must be approved by the factory. Special merchandise, laminates, upholstery, or finishing is not subject to cancellation or change. The customer is responsible

for all costs incurred by J.H. Carr prior to receipt of the cancellation or change.

Wood Chairs – Please note specifications and order by catalog number. Specify frame finish, upholstery color and number. C.O.M. materials will be charged at Grade 2 prices. Advise J.H. Carr of width of material and send sample. Non-elastic backed patterned material requires addition yardage. Do not forward C.O.M. material before reviewing order number.

Packaging - Wood side chairs are packed two per carton. Wood armchairs and barstools are packed one per carton. If specific packaging or carton information is required, contact J.H. Carr.

Metal Chairs – All metal chairs have Sandtex Black as the standard finish. Note specification, and order by catalog number. Specify the frame finish, upholstery color and number, when ordering. C.O.M. materials will be charged at Grade 2 prices. Advise J.H. Carr of width of material. Non-elastic backed and patterned material requires additional yardage. Send sample. Do not forward C.O.M. material before receiving an order number. See Powder Finish.

Table Bases – Note specifications. All table bases come with Sandtex Black as the standard finish. Order by series number, specify base spread, column size, and desired finish. J.H. Carr will set up any base and ship for \$10 plus list per base.

Table Tops – Note specifications. Order by edge series number. Specify size, laminate pattern name and number. Supply drawing for tops other than round or rectangles. Tops are manufactured to industry standard sizes. Order must denote if exact size is necessary, and pricing for next larger size will apply.

Directional Tops – The first dimension is width and the second dimension is length. (eg. 24"x30" vs. 30"x24"). Note that grain or pattern will always run the length of the top unless otherwise specified.

WOOD & STAIN SELECTION

Wood Species - J.H. Carr & Sons features Carpathian Beech wood edges and solid wood tables. Beech is a tight grained white hardwood. It tends to resemble many other species and can be stained to create a variety of looks. J.H. Carr reserves the right to substitute maple or birch due to seasonal availability of lumber.

Solid Stock Plank Tables - J.H. Carr & Sons offers 1-1/2" thick continuous planks, which vary from 1-1/2" to 2" in width with continuous glue joints. J.H. Carr and Sons offers both beech and oak planks. Optional butcher block tops are also available in beech or oak.

Wood Characteristics - The warmth of wood adds beauty to any room. Within each wood species every tree is an individual. The natural details called character marks can cause variations in depth and tone when stained. These individual characteristics are the markings that separate real wood from imitations.

Custom Stain - J.H. Carr can match stains not represented on our standard Wood Finishes chart. We will coordinate a custom stain to fulfill your request, and submit a stained wood

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sample for your approval or adjustment. Add \$410.00 List per order.

Pre-drilled Table Tops – As an added service on J.H. Carr table tops sold with J.H. Carr table bases we will, when specified, pre-drill and provide screws with table tops at \$7.00 list per table / per table base. Specify if ADA is required.

Booths – Note specifications and order by style and back treatment number. C.O.M. materials are charged at Grade 2 prices. All booths are priced with one end finished. Unless specified booths are bid uncrated and uncartoned. When shipping with common carrier, crating or packing charges may occur.

Flame Retardant Information

Fabrics - J.H. Carr offers a wide variety of fire retardant fabrics. Fire retardant information on J.H. Carr's vinyl and textiles are shown on our Vinyl and Textile swatch cards. Customers requiring fire resistant material should check these specifications to insure that the material selected meets their specifications.

Foam - J.H. Carr can furnish flame resistant foam to meet the following specifications:

California Bulletin 117
 Section A Part 2
 Section D
 Boston Port Authority and City Code
 Port Authority of New York and New Jersey
 Revision 481
 FAA 25.853 (AF)
 FAR 25.853-25 (BF)
 Motor Vehicle Spec. MVSS302
 UFAC current standards as of 9/81

Items to be manufactured in compliance with one or more of the above codes must be so stated on customer's purchase order at the time the order is placed. Contact factory for quotation.

C.O.M. Material

Some C.O.M fabrics may require other methods of cutting, which in turn requires more material yardage than shown in price list. Submit cuttings of C.O.M. fabrics with order to determine actual yardage requirements.

To insure prompt delivery when supplying C.O.M. upholstery materials:

- Ship material prepaid to J.H. Carr
- Have supplier of C.O.M. include a J.H. Carr identification tag listing name of customer, total yardage shipped, pattern identification, and the C.O.M supplier's P.O.
- Tag each piece of fabric with the number of the article on which it is to be applied
- If fabric is reversible, mark face side.
- Striped fabric: specify direction of stripe (vertical or horizontal).
- Allow four weeks after receipt of C.O.M. for shipment of merchandise.
- Use the following yardage requirements for C.O.M. if matching is not required: 54" wide – use yardage requirement in price list. 48" wide – add 25% to yardage requirement. 36" wide – add 50% to yardage requirement.

Periodic Maintenance

C.O.M. Requirements

C.O.M. Upholstery	Yardage	Upcharge
Solid Color - No Matching 54" wide 48" wide 36" wide	standard yardage add 25% to standard yardage add 95% to standard yardage	
Pattern Color - Matching is necessary (stripes, plaids, matching repeats) 54" wide 48" wide 36" wide	add 35% to standard yardage add 60% to standard yardage add 75% to standard yardage	add 10% to grade 2 price add 10% to grade 2 price add 10% to grade 2 price
Vinyl Fabrics	standard yardage	add 10% to grade 2 price
Two Upholsteries (on one product)	call factory	
Contrasting Welts on C.O.M.	call factory	
Genuine Leather - C.O.M. only	call factory	add 20% to grade 2 price
Large Orders	may require less yardage call factory	

Care & Maintenance

Periodic maintenance is necessary, as is for all equipment, to insure long-term durability and customer satisfaction.

NOTE: Warranty may be voided if proper maintenance procedures are not followed. Users of our product should be advised of the following:

Adjustments – We recommend that the product be examined every sixty (60) days for loose screws, missing glides, cracked or broken welds, loose rails, loose joints, loose seat pads, broken casters, cracked laminate and splintered wood.

To prevent the product from becoming unstable:

- Loose screws should be tightened as required.
- Cracked or broken welds, loose rails and loose joints should be repaired immediately.
- Missing glides or broken casters should be replaced immediately.
- Columns should be seated properly on the hub of the base

To avoid tears and lacerations:

- All protruding screws, nails, etc. should be removed.
- Chipped or cracked laminate should be repaired or replaced.
- Wood splinters should be cut off, sanded smooth, and refinished.
- Wood products should not be subjected to extreme temperatures or moisture.
- All wood products can be scratched under normal use and will not be covered under standard warranty.

NOTE: Merchandise requiring adjustments or showing any signs of structural failure should be taken out of service immediately until the required adjustments are completed.

Folding Tables - Tables with wood edges or over 30" X 60" long should be set-up and stored by (2) or more persons. Avoid dragging tables across uneven or carpeted floors and do not transport by pulling or lifting on the modesty panel. Do not drop, rack, or bounce on the top of the surfaces or the edges of the table. Periodically check the folding mechanism for waste build-up and clean if necessary. Avoid putting oil or grease on the plastic components.

Wood Finishes - Coat wood with a hard paste wax every three to four months during the first year of use. After first year, application can be less frequent. To clean use a liquid cleaner-wax polish combination. Do not use abrasive household solvents. To repair scratches use a wax repair stick. Water spills on the surface should be wiped off immediately. Scratches under normal use are considered normal wear and will not be covered under standard warranty.

Metal Finish – Remove dirt and fingerprints with a non-abrasive glass cleaner or damp cloth.

Designer Plated – Remove dirt and fingerprints with a non-abrasive glass cleaner or damp cloth. Apply furniture polish every six (6) months to maintain surface.

Smooth Powder Coats – Wipe with damp cloth. For stubborn stains and grease marks, use soap and water. If chipped, touch-up paint should be applied to prevent further chipping.

Wrinkle, Textured Powder Coat & Hammerton – Remove smudges

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by wiping with a damp cloth. Brush the surface with a soft bristled dry brush to remove dirt.

Polypropylene Shells – Clean with warm water and household detergent. For stubborn stains, use a soft brush with detergent. Do not use abrasive cleaners.

Textiles – Cleaning methods vary based on type of fabric. Dirt and crumbs can be gently brushed or vacuumed off. Spills should be wiped immediately with a cloth. For overall cleaning, professional service is recommended. For upholstery that has been protected with Scotchgard "Zepel" or a similar product in manufacturing, the protective coating must be reapplied once every year.

Vinyl Edge Cleaning Instructions - V-edge series table tops made with plastic laminate materials should be maintained by regular cleaning with soap and water. A non-abrasive household cleaner can be used to remove stubborn stains. J. H. Carr recommends the product J. H. Carr Counter Top Magic to be used once a week to polish surface and to increase service life.

Laminate – Apply self-cleaning wax. To remove stains, wipe surface with a damp cloth using soap or liquid detergent. Remove stubborn stains with a damp paste of baking soda. Leave on for a minute, and then blot away. Abrasive cleaners should not be used. Acid based product spills should be wiped off immediately and then rinsed.

Finish Information

Powder Coat Finishes

Standard finish is Black Sandtex

Grade 1 Finishes - Consult factory for lead time.

Additional cost will apply.

Black Gloss	White Gloss	Anodized Nickel
Silver Bullet	HB Bronze Sandtex	Pewter Sandtex
New Age Rust	Coppervein	Goldvein
Silvervein	Sparkle Silver	Sand
Burnt Nickel	Almond Gloss	
Bluefish Sandtex	Green Sandtex	

Ultra Clear Finishes Grade 3 - Consult factory for lead time.

Additional cost will apply.

Ultra Clear Blue	Ultra Clear Green
Ultra Clear Mahogany	Ultra Clear Copper

Powder Coat Minimums - Powder coat minimum 10 bases, chairs, or stools. For orders less than minimum add \$150.00 net to order. Custom finishes and color matches are available. Call for a quotation.

Wood Finishes

Custom Finishes and Color Matches - Wood finishes will vary due to inconsistencies in lumber and moisture, therefore we assume no responsibility for matches to exact tones. When matching to laminate, stain will be matched with harmonizing tone. Call for a quotation. Factory may require a sample before quoting. Factory will require a control sample approval before production on all custom finishes.

Tables and Booth Finishes

Natural	Honey	Pearwood	Light Red
Medium Red	Deep Red	Dark Mahogany	Medium Brown
Dark Brown	Walnut	Cocoa Brown	Antique White
Black	Opaque Black		

J.H. Carr can match stains not represented on our standard Wood Finishes chart. We will coordinate a custom stain to fulfill your request and submit a stained wood sample for your approval or adjustment. Add \$410.00 List per order.

Standard Vinyl Edge Finishes

Black	Brown	Cappuccino
Grey	Wine	Green
White	Roxy Red	Almond
Dark Teal	Taupe	

Fabrics

All fabrics are treated as C.O.M (Customer's Own Material) and are not included in the price of the product. Refer to General Information for more data.

Laminates

Laminated Table Tops - Prices for laminated tabletops are based on J.H. Carr standard laminates including Wilsonart and Formica. Specialty finishes are subject to an upcharge. All other manufacturer's laminates are available on quotation.