

Ordering Instructions & Warranty

All prices are expressed in US Dollars and are exclusive of all federal, state and local taxes.

All sales of the company's products will be governed by our standard conditions of sale.

Leadtimes

From receipt of a clean order using our standard fabric the normal manufacturing lead-time is 6-8 weeks to shipment from the factory. Please note that non-standard products COM or non tested fabrics will be subject to extended lead times to be confirmed at point of acknowledgement. Any COM project can only be acknowledged for a lead time once we have received the required fabric. Pro forma orders will be acknowledged with a firm lead time only when the funds have cleared into Orangebox US Inc Account.

Deliveries to dealer agreed storage locations are included for mainland United States of America only and during normal working hours (7am - 6pm) Monday - Friday. Direct deliveries not to dealer sites will incur a special charge to be agreed dependant on location and scale of order.

Delivery costs outside of the USA will be estimated at quote stage and confirmed before an order can be placed.

Acknowledgement of Orders

All orders will be acknowledged. The acknowledgement will be in writing which will include the Terms and Conditions. The order acknowledgement constitutes the contract to supply. Please check all order acknowledgements and contact us.support@orangebox.com within 24 hours if there are any discrepancies.

Any request to cancel an order will incur a minimum \$150 administration charge. Any parts or labour costs incurred will be charged.

Technical Specification

- All weights are expressed in pounds
- Volumes are in cubic feet
- All dimensions are in inches and are indicative. They refer to the external space the product occupies.
- C.M.H.R. Foam refers to Combustion Modified High Resilient Foam.
- All dimensions are for information only and are open to manufacturing tolerance variations. Orangebox cannot be held accountable for any errors that occur as a result of interpretation of these dimensions.

All references to left and right-hand arms refer to the view from the sitting position

Orangebox Us Inc. Warranty 2019

Orangebox US Inc. warrants exclusively to the original Purchaser of our product that all products (based on 8 hours use per day) will be free from defects in workmanship and material for a period of ten (10) years from the date of manufacture. Subject to the exceptions listed below. Orangebox US Inc will repair or replace with comparable product at its option. Orangebox US Inc warranties are also subject to the client carrying out regular monthly inspections and maintenance, and that any potential defects should prompt the client to remove the product from service and inform Orangebox Inc accordingly.

Exceptions

- Orangebox US Inc Air3 Pods are provided with a 10 year structural warranty, and subject to the pods being installed and re configured using Orangebox certified installers only.
- Orangebox US Inc Air3 pods electrical components are provided with a 2 year warranty, and subject to the pods being installed and reconfigured using Orangebox certified installers and our terms and conditions.
- Any Upholstery materials including COM, Fabrics, leathers and vinyl's and other surface coatings. These will be supported by the individual suppliers explicit warranty for that product.
- Products considered consumables such as light bulbs.
- Products distributed outside of listed region
- The Air3 float glass adheres to the standard ASTM C-1036 and is tempered following the ASTM C-1048 standard.
- Failure to comply with the following elements will render any explicit or implied warranty offered by Orangebox US Inc null and void:
 - The glass should only be installed and or reconfigured in accordance with Orangebox site assembly instructions and by Orangebox certified installers.
 - Glass handling safety equipment should be used in accordance with Orangebox assembly instructions.
 - Glass handling and installation should be in accordance with health and safety site specific requirements.

This warranty applies to Orangebox products delivered into North America in the United States, Canada, Mexico North of Latin America and the Caribbean.

Exclusions

- Any damage caused during onward freight or improper storage of the product, or damage caused by accident, and normal wear and tear
- Any Abuse, misuse, or accident
- Any products or components not installed or reconfigured using Orangebox US Inc certified installers
- Color Variations - While every effort is made to ensure parity of color, the company cannot guarantee an exact color match on any painted metal finish or wood, or guarantee against commercial variance in fabrics, especially on repeat orders.
- Natural product changes - Changes due to aging or exposure to light, and naturally occurring markings, scarring and wrinkles in leather
- Improper customer installation
- Unapproved modifications to the products carried out by the customer or dealer.

THIS LIMITED WARRANTY IS THE SOLE REMEDY FOR PRODUCT DEFECTS AND NO OTHER EXPRESS OR IMPLIED WARRANTY IS PROVIDED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ORANGEBOX US INC SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM ANY PRODUCT DEFECT

Cutting by Hand

"Cutting by hand" means that any stripe or patterned fabric will be pattern matched or "lined up" to give the best fabric alignment possible on a specific product. The alignment and match of the product is entirely dependent on the type of product and the design & repeat of the fabric.

NB: NOT ALL OUR STANDARD FABRICS, VINYL'S & LEATHERS ARE SUITABLE FOR ALL PRODUCTS IN OUR PORTFOLIO.

FABRICS NOT IN OUR STANDARD OFFER WILL REQUIRE TESTING AND INCUR ADDITIONAL UPHOLSTERY CHARGES. PATTERNED & STRIPED FABRICS REQUIRE EXTRA FABRIC AND HAND CUTTING WHICH WILL INCUR ADDITIONAL CHARGES. ORDERS MUST INDICATE STRIPE DIRECTION, (horizontal or vertical,) WITH THE EXCEPTION OF AWAY FROM THE DESK & ASPECTS AS THESE PRODUCTS CAN ONLY BE CUT IN ONE DIRECTION, PLEASE CHECK WITH SALES TO SEE WHICH WAY A PARTICULAR FABRIC WOULD BE UPHOLSTERED.

C.O.M. – CUSTOMER'S OWN MATERIAL & S.U.R. – SPECIAL UPHOLSTERY REQUEST NOT ALL "CONTRACT" UPHOLSTERY FABRICS, VINYL'S AND LEATHERS ARE SUITABLE FOR USE ON OUR PRODUCTS, REGARDLESS OF IF IT'S THE CUSTOMERS OWN MATERIAL OR IF IT'S A FABRIC OUTSIDE OF OUR STANDARD OFFER A SUR NEEDS TO BE RAISED. FIRST STEP OF THE PROCESS STARTS WITH THE MATERIAL SPECIFICATION TO ENSURE THAT IT MATCHES OUR MINIMUM FABRIC WIDTH, MINIMUM ABRASION REQUIREMENTS, FALLS WITHIN OUR STRETCH TOLERANCES & THAT IT IS OF A SUITABLE CONSTRUCTION.

IF THE FABRIC IS SUITABLE THEN A UPHOLSTERY TEST NEEDS TO BE CONDUCTED, IF A VARIETY OF PRODUCTS ARE BEING SELECTED THEN THE WORST CASE PRODUCT WOULD BE TESTED.

Service Parts

Service parts are available for most products. Please contact our service department for further information.

Care of Upholstery

Regular vacuum cleaning is recommended. Marks and stains should be removed with a proprietary cleaner. Please refer to individual manufacturers cleaning guidelines.

Care of Glass

Care of the glass once installed. Hand cleaning of the glass surface to remove accumulated dust or finger prints can be accomplished using a number of different glass cleaning products. Low content vinegar based cleaners have the ability to provide a clean, streak-free glass surface. Spray on a cleaning solution or with a cloth saturated with the cleaning solution. Scrub the wet surface with a clean, lint free cloth. Wipe dry with a dry, clean, lint free cloth. Abrasive cleaners, powder based cleaners, scouring pads must not be used to clean the glass.

Freight is included to dealer approved warehouse

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Continuous Improvement

The company reserves the right to make without notice, any changes in materials, specifications or design of the goods which having regard to all circumstances it considers to be reasonable or desirable but which do not effect the operational requirements of the goods, such changes shall not affect the validity of the contract.

Although every reasonable precaution will be taken to ensure accuracy of such information, all descriptive matter, color, dimensions and other documentation supplied by the company and contained within this publication are approximate only and are intended merely to describe generally the goods.

They are not, unless it is expressly so stated in the contract, deemed to form any part or parts of the contract of sale and are not regarded to be as a warranty or representation.

Every effort will be made by the company to match color and materials, the company cannot guarantee that no variation in such color or materials may occur.

Quality statement

The company is accredited to the internationally recognised Quality Management Standard BS EN ISO 9000:2008. This means that all Orangebox products are designed, manufactured and inspected in line with the strict quality requirements associated with this standard.

Air site levels

Before finalising the location of a Meeting Pod the accuracy of the floor level should be determined. For reference the floor level tolerances are:

- On the upholstery side from corner to centre (hoop) 6mm or ¼ Inch max – Managed by the self-levelling seal on bottom of screens
- On the glass sides full width of pod 3mm or 1/8 Inch max – Managed by the glass slot depth and packing of the glass

Due to the size, weights and materials involved in the construction of the Meeting Pods it is not the possible to correct any floor irregularities in the Pod structure outside of these parameters. Therefore, if a Pod is sited on an uneven surface, it will invariably lead to poor final appearance and / or poor alignment of glass / poor performance of the moving parts and therefore these elements won't be covered in any warrantee agreement.

Please be aware vertical misalignment of pods sat together will be particularly effected by uneven floor levels and will cause a gap to be visible between pods from floor to ceiling.

If the intended location of the pod's floor level runs out, then corrective work should be carried out to ensure that the site is level and ready to accept the pod. Alternatively the pod's location within the floor should be reconsidered.

When the deviation is small (under ¼" run out over the shadow of the Pod) the pod door should be sited at 90 degrees to the run out; i.e. rotate the pod so the upholstered sides are running down the slope. This will minimise the impact on the operation of the door.

Orangebox AIR3 pods with louvered roofs are ETL listed compliant to the UL 1286 Office Furnishings Safety Standard. This includes the entire assembly, not just individual components like the ventilation fans or lighting.

ALL PRICES INCLUSIVE OF STANDARD FREIGHT TO DEALER WAREHOUSE WITHIN MAINLAND US