



POLICIES AND WARRANTIES

12928 Sandoval Street, Santa Fe Springs, CA 90670
Tel. 800-221-9699
www.coasterfurniture.com

COASTER POLICIES

FRONT Office Hours
Catalog & Price Book
Copyright Infringement Warning
Merchandise Pick-Up

PAGE 1 New Zone Pricing
Tier Pricing Structure
Shipping
Direct Important Program
Method of Payment
Checks Returned
Collection Fees
Returns/Restocking
Hot Buy Pricing

PAGE 2 Limited Term Warranty

PAGE 3 Upholstery Warranty

PAGE 4 Coaster Bunk Bed Facts Sheet & Warranty (10 Yr Limited Warranty)

PAGE 5 Coaster Swivel, Gliders & Recliners (5 Yr Limited Warranty)

PAGE 6 After 5 PM Service
Helpful Links
Images

BACK Branch Locations

OFFICE HOURS

Office Hours	Monday – Friday, 8:00 AM to 5:00 PM
Warehouse Hours	Monday – Friday, 8:00 AM to 4:30 PM

Orders for same day pick up must be received by 12:00 noon and picked up before 4:00 PM. Orders placed after 2:00 PM may not be available until the following day.

CATALOG & PRICE BOOK

Each account will receive one copy of our annual Coaster Catalog and one Price Book each quarter. If you choose, you may purchase an additional set for **\$25.00 each**.

COPYRIGHT INFRINGEMENT WARNING

Coaster routinely registers all of its promotional material with the U.S. Copyright Office and obtains valid copyright registration certificates evidencing the federal protection of this promotional material under the Copyright Laws of the United States.

Copying of images from this publication, or any of Coaster's publications, such as by scanning images, downloading images, or photographing images for posting at web sites or other use constitutes copyright infringement. Coaster has a program for systematically locating all web sites at which images from its promotional material are published and enforces its copyrights where such images have been published without Coaster's authorization. Images from this and any other promotional material generated by Coaster will be permitted by Coaster only by those entities with whom Coaster has written dealer or distributorship agreements, and then only upon submission of a written request on Coaster's standard Copyright Request Form and approval of that request.

Any copyright infringement is enforceable in the federal courts of the United States and its possessions. Coaster will pursue any legal redress available under the copyright laws and other intellectual property laws of the United States. We urge your voluntary compliance with this policy.

If you have any questions concerning Coaster's policies in the area of restriction of use of Coaster's copyrighted materials, or Coaster's policies concerning copyright enforcement please contact our Marketing Department:

Marketing Department

T (800) 221-9699 **F** (562) 946-8683

MERCHANDISE PICK-UP

For your convenience, we will pre-pull orders of \$700.00 or more to expedite your pick-ups. We require a **24-HOUR** advance notice to pre-pull your order.

NEW ZONE PRICING

Our price book consists of 2 price zones. Zone 1 represents the geographical areas of Los Angeles and San Francisco. Zone 2 represents the geographical areas of Atlanta, Chicago, Florida, Texas and New Jersey.



Zone 1

Zone 2

LOS ANGELES, CA - HQ 12928 Sandoval Street Santa Fe Springs, CA 90670	CHICAGO BRANCH 255 Wille Road Des Plaines, IL 60018
CITY OF INDUSTRY BRANCH 20300 E. Business Parkway City of Industry, CA 91789	TEXAS BRANCH 14901 Grand River Road Fort Worth, TX 76155
FONTANA BRANCH 10868 Elm Avenue Fontana, CA 92337	NEW JERSEY BRANCH 45 Stults Road Dayton, NJ 08810
SAN FRANCISCO BRANCH 8350 Pardee Drive, Suite #200 Oakland, CA 94621	ATLANTA BRANCH 4300B South Fulton Pkwy College Park, GA 30349
	FLORIDA BRANCH 10700 Enterprise Way Miramar, FL 33025

TIER PRICING STRUCTURE

Tier 1: All dealers doing less than \$10,000 in sales in a continuous 12 month time period.

Tier 2: All dealers doing more than \$10,000 in a continuous 12 month time period.

SHIPPING

Please check with your respective branch for specific details on availability of shipping. We will ship on a carrier of your choice or one with which we have an agreement. All shipments are FOB our warehouses, shipped freight collect. Minimum shipping order is \$700 by case lot **ONLY**.

DIRECT IMPORT PROGRAM

Please contact us for quotations and information regarding our direct import program.

METHOD OF PAYMENT

CREDIT: Credit terms are available through our factor BB&T. We will set up the contact for you and they will advise you of their informational needs. This may take 6 to 8 business days to complete. Once your account is set up, with a factor, please allow 24-48 hours for credit approval.

OTHER: In the event factor approval can not be obtained (providing account is current), all orders must be paid either by cash or a cash instrument - money order, bank checks, wire transfer, direct deposit or credit/debit card. There will be no exceptions. You may choose to pay by company check. All check information must match the business name and address on the account. Checks will be verified by Coaster before orders are shipped.

Note: We are not able to return cash if the check amount is greater than the order. The difference will be credited to your account. We do not accept personal checks.

WIRE TRANSFER: You may also use wire transfer to pay your invoices. If you choose to pay by wire transfer, please contact the accounts receivable person at the local branch to obtain the necessary routing information.

RETURNED & NSF CHECKS

All returned checks are subject to a **\$45.00 fee**. The account will be placed on hold until the returned check is paid either by cash, money order, bank check or wire transfer. After receiving an NSF check, the account will be placed on a cash basis for the next 6 (six) purchases. They are to be paid either by cash, money order, bank check or wire transfer - no exceptions. Should there be a second NSF check the account will be placed on a "cash only" basis indefinitely. If a check is returned in error by your bank, a letter from your bank is required before we will once again honor your checks.

COLLECTION FEES

Should the account go into collection you will be responsible and charged for all collection fees.

RETURNED MERCHANDISE

DEFECTIVE MERCHANDISE: Claims for defective merchandise or missing parts must be made within **1 year** from date of invoice. Damage claims must be made against carrier. No merchandise returns will be accepted without prior authorization and a return authorization number from Coaster.

RESTOCKING FEE

Should there be a reason for merchandise to be returned, a **20%** restocking fee, from invoiced cost, will be charged on all merchandise that was not shipped damaged or incorrectly.

HOT BUY PRICING

No further discount will be applied to items listed under **HOT BUY**.

LIMITED TERM WARRANTY

ONE (1) YEAR FROM DATE OF PURCHASE

WARRANTY TERMS

Coaster Co. of America warrants that its merchandise are free from manufacturing defects (workmanship and/or material) and will either give credit or replace defective parts for a period of up to one (1) year from the date of purchase in accordance with the conditions set forth below.

If a manufacturing defect is found, Coaster should be notified promptly of the defect and supplied a copy of the invoice and delivery ticket. Inspection by a Coaster employee or representative may be necessary to verify that a manufacturing defect exists, or you may be required to submit samples to Coaster along with a digital image of the defects.

If replacement is required in accordance with this warranty and the defective material or merchandise has been discontinued or unavailable, Coaster reserves the right to select and supply similar merchandise or offer full credit for the merchandise; otherwise the same material or merchandise will be supplied for replacement purposes.

This warranty is made **SOLELY TO THE RETAILER** and is **NOT TRANSFERABLE** under any circumstances. It is the retailer's responsibility to contact Coaster with a claim. We will not handle claims from consumers directly; all requests must go through the retailer who sold the merchandise to the consumer. We advise all retailers to retain invoices for a minimum of one (1) year for warranty purposes.

This warranty supersedes and replaces all implied warranties of merchantability and use for particular purpose. No representative, employee, or agent of Coaster or any other person is authorized to assume for Coaster any additional liability or responsibility in connection with Coaster's merchandise except as described above. Implied warranties or merchantability and fitness of the merchandise are limited to a period of one (1) year from the date of purchase. In no event shall Coaster be liable for indirect, consequential or incidental damages of any kind.

www.coastercompany.com

ADDITIONAL CONDITIONS

The following examples are not manufacturer's defects:

- Colors may vary slightly from the photo because of photography and printing tolerances.
- Foam will soften slightly.
- Sizes are stated in U.S. standard measurements while the actual sizes are manufactured using the metric system.

Therefore the sizes may vary slightly.

- There are no exchanges or refunds on any pillows or toppers sold.

- No returns for buyer's remorse.

**No returns - other than stated above - will be accepted.*

ADDITIONAL CONDITIONS

Warranty is void for any of the following conditions:

- 1 Improper maintenance or improper use resulting in damage.
- 2 Any product modifications by dealer, consumer, or other parties not authorized by Coaster will void this warranty.
- 3 Floor samples sold or products designated "AS IS" at the time of purchase are not covered by the warranty.
- 4 Warranty does not cover minor variations or differences between floor samples or printed illustrations and your furniture.
- 5 Cost of packaging and shipping to and from Coaster is not covered by the warranty unless expressly arranged by Coaster.
- 6 This warranty covers only articles of furniture intended for residential use only, does not cover any industrial, commercial, institutional, or rental use.
- 7 Dissatisfaction due to buyer's remorse.
- 8 Normal wear and tear.
- 9 Damages incurred during transportation.
- 10 Damages incurred during assembling or maintenance.
- 11 Damages incurred by accidents or abuse.

Additional conditions for warranty on upholstery are listed on the attached addendum.

UPHOLSTERY WARRANTY

ONE (1) YEAR WARRANTY

FRAME CONSTRUCTION

COASTER WARRANTY

- Coaster offers a limited lifetime warranty to the original buyer against defects in material or workmanship.
- Defects in workmanship and materials are defined, for the purpose of this warranty, as causing the product to be unsound structurally or mechanically, or substantially altering the appearance of the piece.
- This warranty applies only under the conditions of normal usage and does not apply to defects resulting from misuse, accidents, negligence or normal wear.

MOTION UPHOLSTERY

ONE (1) YEAR WARRANTY

The reclining mechanism is warranted to be free from defects in design materials and workmanship.

▲ CAUTION: Children should not be allowed to play on or operate motion products. The leg rest of the recliner folds down on closing and could result in injury to a child. Always leave unoccupied chairs in the closed upright position.

FABRIC

ONE (1) YEAR WARRANTY

Fabric and vinyl are warranted against wear under normal care and condition. This does not cover shrinkage, piling, or fading due to chemical after-treatments or improper cleaning. Use of chemical treatment or improper cleaning invalidates the warranty.

CUSHIONS

ONE (1) YEAR WARRANTY

Coaster warrants seat cushion against defects and loss of foam resiliency, under normal use. Do not confuse normal softening and flattening that occurs in all foam products with actual loss of foam resiliency.

STITCHING

ONE (1) YEAR WARRANTY

Coaster warrants the stitching against slippage under normal use.

LEATHER WARRANTY

ONE (1) YEAR WARRANTY

- Leather will not tear under normal use.
- The finish will not peel from the leather.
- The finish will not show excessive cracks other than normal wrinkles from stretching.
- Natural markings such as scars, brands, grain variation, wrinkles, etc., will be considered normal characteristics and not construed as defects. Every hide has its own natural characteristics and no two are the same, so color variations may occur.
- Leather warranty does not cover damage, fading, improper use, damage due to excessive heat, cold or exposure, or problems resulting from unapproved cleaning methods:
 - Do not use bleach, oily substances or strong detergent (including laundry detergents).
 - Keep ink, fluids, body oils, chemicals and sharp objects away from upholstery.
 - Exposure of leather to sunlight or extreme light sources may cause fading and damage.
 - Do not use any heat lamps or hair dryers on the leather.

Recommended Leather Cleaning Method

If necessary, clean immediately with mild soap (non-concentrated) diluted in lukewarm distilled or purified water on a soft clean towel. Always try to clean in a small hidden area first. This cleaning method is recommended for corrected leathers, not for natural grades of leather.

For oil, grease, or stubborn stains consult a professional leather care company.

COASTER BUNK BED FACTS SHEET & WARRANTY

TEN (10) YEAR LIMITED WARRANTY

BUNK BED FEATURES

We have redesigned and improved our bunk beds to make them even stronger and safer with these added features:

- Full length guard rails on all sides of the top bunk bed
- Built in ladders on both sides of the top bunk bed
- Stronger, larger 1" x 2" side rails
- New patented extra heavy duty reinforced brackets
- All around larger and heavier gauge tubing

OTHER FEATURES: Lead free, epoxy powder coat finish that resists scratching or chipping, with high gloss finish in red, white, blue, or black. Heavy gauge large diameter tubing, reinforced patented corner brackets; all required warning labels, parts and instruction sheets.

Coaster has taken action to make sure that its bunk beds conform to current cpsc safety specifications per 16 cfr parts 1213, 1500 + 1513 and astm f 1427-01.



*THE BEST BUNK BEDS
 JUST GOT BETTER*

10 YEAR LIMITED WARRANTY

Coaster has a ten (10) year limited warranty on its patented extra duty reinforced brackets. These brackets are specifically designed for safety and are available exclusively on Coaster bunk beds. We will repair or replace any metal bunk with a defective bracket. This warranty is intended for the original purchaser and is intended for residential use only.

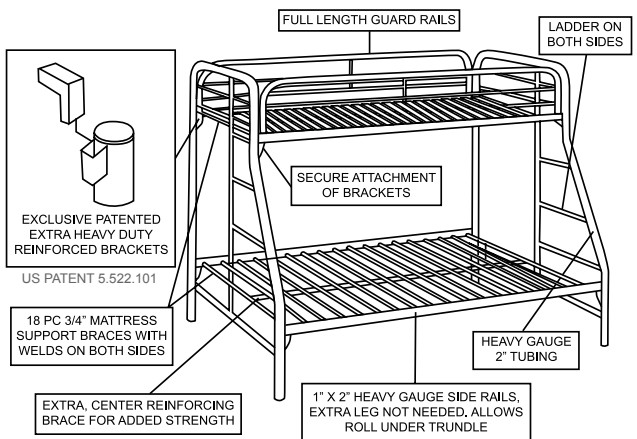
Item numbers that are available with a limited warranty (colors may vary):



WARNING TO PREVENT SERIOUS OR FATAL INJURY

1. When using beds as bunk beds, the ladder **MUST** be securely attached to the upper bunk rail at all times.
2. When using the beds as two (2) separate floor-standing beds, the ladder **MUST** be stored in a separate location where children cannot use the ladder in any manner.
3. **DO NOT** use, nor permit children to use, the ladder in any manner whatsoever, other than to access the top unit when used as bunk beds, and only if the ladder is securely attached to the top bunk rail, as set forth in the instructions.
4. Any misuse or unauthorized use of the ladder could result in serious or fatal injury.
5. Failure to follow the above **WARNING**, and/or failure to follow assembly instructions completely, will void any and all liability of **COASTER COMPANY OF AMERICA** for damages and injury to persons and property.

COASTER METAL BUNK BEDS HAVE BEEN TESTED AND CONFORM TO ASTM F-1427-01



COASTER SWIVEL, GLIDERS & RECLINERS

FIVE (5) YEAR LIMITED WARRANTY

SWIVEL, GLIDER & RECLINER FEATURES

- Strong and long lasting mechanism for easier swiveling, gliding and reclining.
- All around large and heavy gauge tubing for strength.
- Plush cushioning for more comfort.
- It swivels, glides and reclines. Each comes with strong metal body frame, high quality leatherette or velvet surface in attractive colors.

Colors Available

*Black, Bone, Navy Blue, Taupe, Hunter Green, Plum,
Microfiber Brown, Microfiber Tan*

- All recliners are accompanied by a matching gliding ottoman.

5 YEAR LIMITED WARRANTY

Five (5) year limited warranty covers frame and mechanism. We will replace any frame or mechanism due to manufacture defects. This warranty is to the original purchaser. It is intended for residential use only.

Our best metal swivel, glider recliner with ottoman. See the recliner section in our current catalog.



QUALITY • VALUE • STYLE



SEVEN WAREHOUSES

Coaster has distribution centers strategically located nationwide making it convenient for you!



SEVEN CATEGORIES

Coaster has a complete selection of furniture for every room, need and style.



INVENTORY IN STOCK

Coaster carries all of the inventory so you don't have to! We've made retrieving your purchase easy!



DELIVERY PROGRAM

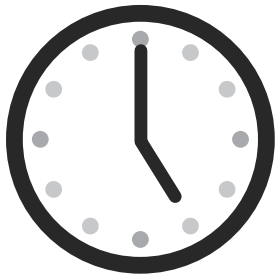
We can lock in your cost, ship prepaid to your store, and arrange for return or replacement if necessary.



COST EFFECTIVE

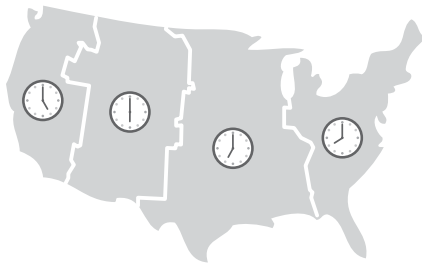
We are always looking for ways to reduce cost, and pass the savings back to you.

WWW.COASTERCOMPANY.COM



AFTER 5PM SERVICE (877) COASTER

CLOSING TIMES AROUND THE U.S.



Pacific: 5:00 PM
Mountain: 6:00 PM
Central: 7:00 PM
Eastern: 8:00 PM

www.coastercompany.com

We would like to encourage and remind our customers in the Eastern and Central time zones that you are able to call the Dallas office (Texas) for information and stock during your 5 PM business hours. Please use our 800 FAX numbers to send your order in whenever possible. Call our Call Center to set up an account, place order and check stock availability.



**NATIONAL
COASTER
CALL CENTER**

(877) 262-7837 or (877) COA-STER

5:00 AM - 5:00 PM (Pacific Standard Time)

FAX (817) 554-5023

HELPFUL LINKS

COMPANY WEBSITES

Company Website

www.coastercompany.com

Retail Website

www.coasterfurniture.com

Coaster Company Job Opportunities

www.coastercompany.com/jobs/index.html

STAY CONNECTED WITH US

Become a Fan on Facebook

www.facebook.com/coasterfurniture

Follow Us on Twitter

twitter.com/CoasterCompany

Coaster Living Monthly Magazine

coastercompany.com/news/coasterliving.html



NEED IMAGES?

In order to support your endeavor to promote your business, we have outlined a few points for you to keep in mind. Please read our Policy Acknowledgement and Copyright Request Forms if you are interested in requesting images.

IMAGE REQUEST REQUIREMENTS



- Read and sign our Policy Acknowledgement Form and Copyright Request Form.
- Fax completed forms to Coaster Marketing Department at (562) 946-8683.
- Allow 5-7 business days to receive your images.

images@coasteramer.com