

The Tac Room

PLACING ORDERS

Account Opening:

Minimum opening account requirement: \$500. There is no minimum amount required for re-orders.

Placing Orders:

All orders must be submitted in writing, preferably by Purchase Order. An Order Confirmation will be generated based on the information provided. It is the responsibility of the Customer to review all the details and make any necessary changes or corrections.

A signed copy of the Confirmation, along with a 50% deposit is required in order to begin production. You may pay with cash, check, CC, or via the Intuit Payment Network (our free online payment feature).

Completed Orders:

The balance of the order is to be paid upon notification from The Tac Room that your order is complete and ready to ship. Orders will not be released for shipping until the balance is paid in full. Once we receive final payment your order will be released and shipping arrangements will be made.

Custom Orders:

Custom orders are welcomed at The Tac Room. Prices are determined on a case-by-case basis. Please submit drawings, specs, photos, fabric swatches, and any other pertinent information to receive a custom quote. Custom orders may add an additional 1-2 weeks to our standard lead-time.

COM Orders (Customer's Own Material):

Please submit a completed "COM" sheet with your order, and a COM swatch sample (if you do not have a blank COM sheet please contact The Tac Room for a copy and we will be happy to provide for you). Orders will not be processed without a completed "COM" form (if you are unable to provide a fabric swatch, please give as much description as possible). Additional charges may apply for matching patterns or stripes.

Please instruct your fabric vendor to put your name, a side mark, and PO or Invoice number on the shipping label and/or packing slip so we can process your material correctly. Please include instructions on how the fabric is to run. If no instructions are supplied we reserve the right to use our best judgment for how to apply the fabric to the piece. COM fabrics must be at least 54" wide.

The lead-time for COM orders will begin when we receive all of your fabric(s).

Excess fabric (if any) will not be returned unless specifically requested at the time an order is placed. UPS shipping charges of the returned fabric will be the responsibility of the customer.

Rush Orders:

We offer our customers the option to request Rush orders. Availability depends on our production schedule. Rush charges are assessed at the time of request and will need to be approved by the customer in writing.

The Tac Room

PLACING ORDERS (cont.)

Storing of Merchandise:

We are unable to store merchandise at our factory upon completion. For “will call” orders, arrangements for pickup must be made within 2 weeks of notification that an order is complete. After 2 weeks has passed there will be a storage fee of 20% charged to the Customer, at which time a final additional 2 week grace period will be issued. If the storage fee is not paid The Tac Room reserves the right to sell the merchandise immediately.

After a maximum of 30 days of storage, The Tac Room reserves the right to sell the merchandise regardless if storage fees have been paid.

Shipping:

All “local” orders are for **Will Call** only – we do NOT direct ship locally.

Long distance orders will ship via American West Worldwide Express. Orders ship “freight collect” when shipping directly to you, the customer, or “third party billing” if merchandise is drop-shipped to a receiver or end-client per the instructions from our Customer. Orders will be released for shipping upon invoice(s) being paid in full. At that time a shipping request will be generated. Tracking #'s will be provided once the order has been picked up by American West. Shipments will be insured by American West. Please note that it is the responsibility of the customer to file any claims with the shipping company for lost or damaged goods. The Tac Room will not generate any shipping claims.

The Tac Room

PRODUCT INFORMATION

Frames

All of our frames are constructed on site at our Los Angeles factory. The frame itself is guaranteed for life for the original purchaser (based on standard and reasonable wear and tear). Frames are constructed using kiln-dried hard woods.

- a. Kiln drying removes moisture from the wood, hence sealing it. This prevents swelling or shrinking which causes wood to warp and joints to loosen.
- b. Kiln-dried wood ensures stability and shape retention
- c. Frames are stapled, glued, and screwed together. A horizontal stability bar gives additional strength to the base of the frame.
Heavy gauge corner blocks are installed to re-enforce the joints so they will not loosen over time
- d. Frames are carefully padded using high-density foam, cotton batting, and Dacron
- e. Frames are “checker-board” hand strapped using heavy gauge Jute Webbing
- f. Seat decks and/or backs are individually sprung by hand.
- g. Due to the bench-made nature of our product there will be a manufacturing dimension tolerance, which may vary no more than 2 inches from the stated sizes.

Springs

We use no-sag spring construction methods for our support system. This is a unified system that moves as one. Also known as sinuous springs (S-shaped); these springs are heat-tempered and made from heavy gauge steel. They are affixed to the frame under the seat cushions from front to back using heavy steel clips. The springs are then bound together by steel-wires, and then the spring “system” is finally hand-tied to the ends of the frames using hemp twine.

We also offer 8-way Hand-Tie construction with “coiled” springs upon special request.

Synthetic inserts

- a. Seat cushions are comprised of high quality (HR) synthetic foam, wrapped with 100% Dacron fibers for shape and crowning.
- b. Back cushions are filled with a blend of “Trillium” polyester silk-fiber and Poly Clusters for the highest quality feel. These offer great longevity, they are hypo-allergenic & mold resistant.
- c. All synthetic back cushions are covered with 100% cotton casing.

Feather & Down inserts

Our feather & down cushions are a 10/90 feather & duck down blend (10% down / 90% feather). We also offer special requests for 85/15 or 25/75 blend.

- a. The duck feathers and duck down are hypo-allergenic due to the process of debris being removed, washing the feathers, and steam-drying.
- b. Seat cushions are constructed by using a solid foam core wrapped by a Feather & Down “envelope” that is encased by 100% cotton ticking. The foam adds support and longevity to the shape of the cushion.
- c. Back cushions consist entirely of our 10/90 feather & down blend encased in our 100% cotton ticking.
- d. We recommend that you regularly fluff and turn your cushions to retain their shape and longevity.

The Tac Room

PRODUCT INFORMATION (cont.)

Legs

All of our legs come standard in espresso finish or dark walnut finish. Custom finishes available on a limited number of styles. Please contact The Tac Room in advance to discuss. We have different leg styles that may be interchanged; however this may change the look and the height of the piece.

Sleeper Units

We offer twin, full, or queen size sleeper units with an inner-spring mattress (sofa size will dictate what size sleeper unit is applicable). However not all sofa styles are constructed in a manner that allows for a sleeper unit to be installed. Please inquire in advance to confirm compatibility.

Dimensions

Each item will vary slightly due to differences in padding and materials. Additionally, due to the hand-made nature of our products there will be a manufacturing dimension tolerance that may vary up to 2 inches from the stated sizes.

Upholstery

Our products are individually "Bench Made". We use only the finest materials, and apply a handcrafted touch to each piece to ensure that you receive only the finest furniture. Again, due to the bench-made nature of our product there will be a manufacturing dimension tolerance, which may vary up to 2 inches from the stated sizes.

Inspection

Every item produced by The Tac Room is carefully inspected before being shipped. Once an item has been inspected it is carefully wrapped and prepared for "Blanket Wrap" (aka "Pad Wrapped") shipping. We take extra care to ensure that everything is carefully covered before it is placed on a truck to be transported. We believe that nothing leaves our factory without being the finest quality product that our clients have come to expect from us.

The Tac Room

RETURN POLICY

Claims

The Tac Room is not in any way responsible for damages that occur during shipping or by freight/local delivery companies (damaged fabrics, broken legs, dirt, structural damage, etc). *Please inspect deliveries carefully upon receipt* and contact your freight company immediately if any damages have occurred.

Claims for defects other than those incurred during shipping must be made *within 10 days of receipt of goods*. Please submit in writing a detailed description of the problem, along with any photos if possible. Claims will be reviewed by an officer of The Tac Room to determine a course of action. **Please do not return merchandise to the factory without prior approval from The Tac Room.** Claims made after 10 days will not be accepted.

Returns

All Sales are final. The Tac Room will accept returned merchandise for the sole purpose to inspect possible manufacturer defects. The Tac Room must be notified in advance of any intended returned item(s). Returns will NOT be accepted for refund or credit. If it is determined that there is a manufacturer defect with an item, The Tac Room will repair the item if possible at its own cost, or replace it if it cannot be repaired. If you deliver the merchandise to one of your customers (third party), then the merchandise will fall under your return policy.

The Tac Room will NOT accept returns for the following:

- a. Custom or special orders.
- b. Too firm or too soft seating or pillows. If a preference is requested and approved we will use our best effort to achieve that level of feel to satisfy your request with the materials available to us, however we do not guarantee it will meet your customer's preference as seating firmness is subjective.
- c. Wrong base or leg color if the color is not designated on the purchase order.
- d. Wrong nail head color if the color is not designated on the purchase order.
- e. Wrong direction of COM if the direction is not indicated on the purchase order, or COM submission request.
- f. Wrong direction of fabric. We use our best judgment to which way a fabric should run.
- g. Wrinkled skirts or fabric due to packaging.
- h. Goods that have been received by your customer.
- i. Slight discrepancies in sizes/dimensions due to the materials used, and the bench (hand)-made nature of the product that fall within our dimensional allowance (see product information).
- j. Fabric dye-lot variation.

Cancellations

Cancellations can be accepted only prior to production commencing. Production constitutes the cutting of fabric or the cutting and/or assembly of a frame. After such time, deposits are non-refundable, and the customer will forfeit the deposit.

The Tac Room

REDUCING OUR ENVIRONMENTAL FOOTPRINT

As members of the Sustainable Furnishings Council, it is always our goal to operate our company in a manner that is environmentally responsible. While we know there is still much work to be done on the “green” front in our industry, we also realize we have come a long way the past few years, and we are proud to be doing our part.

Here are some of the earth-friendly materials that go into our product:

1. Frames constructed from FSC Certified wood (Kiln-dried Alder)
2. Springs made from recycled steel
3. Jute webbing / strapping
4. Cotton batting / padding
5. Low VOC non-toxic adhesives and stains
6. Non-Flame Retardant foam (not treated with harmful F.R. chemicals)
7. Latex foam-core seats (non-petroleum based, natural material) available by special order.
8. Cushions consisting of goose feathers & down washed in biodegradable emulsifiers, encased in unbleached cotton covers; or cushions filled with Trillium Fiber (made from recycled glass; hypo-allergenic; mold resistant).

It’s important to note that our “consumption” at the factory is also part of our eco-friendly approach, as internal operations have to be part of the overall story. We never overstock materials, keeping our inventory as low as possible and only purchasing as needed. It is very wasteful to put more than you need on the shelves that may or may not be used, and encourages suppliers to overproduce.

The office and showroom use low-consumption LED lighting, and we will begin phasing in the entire factory to use LED lights.

We also recycle all of our plastic, paper, and aluminum.

Manufacturing in California ensures that there is tremendous oversight to what we are doing unlike many of the products that are manufactured in other areas, especially outside of the US. Additionally producing in the US adds huge energy savings by not having to ship merchandise across oceans.

These are just some of the factors that are part of our Eco-Friendly approach. We are constantly looking for new & improved ways to improve how we operate in the furniture mfg. industry.

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