
Terms & Conditions

ORDER PLACEMENT

Orders must be placed using a formal purchase order. A minimum deposit of fifty percent (50%) of the purchase price is required to initiate order fulfillment. Joseph Jeup, Inc. will confirm all orders prior to production. Approximate completion and ship dates will be determined upon receipt of deposit, as well as any pending finish specifications and drawing approvals. Balance payment is due in full prior to shipment, including packaging fees, freight, and storage fees, if applicable. If final payment is not received within 30 days of order completion, a storage charge may be applied until payment is received and the item is able to be shipped.

For purchasing outside of the United States, wire transfer information is available upon request.

PRICES

Prices are published each calendar year F.O.B. from Grand Rapids, Michigan, U.S.A., and are net unless otherwise noted. Prices do not include packaging, storage, freight, taxes, transit insurance, local delivery or installation. All prices are subject to change without notice. Please verify all pricing with your showroom or representative before submitting a new purchase order.

CUSTOM ORDERS

Custom construction and sizes are available by request, but are subject to acceptance by Joseph Jeup, Inc. As most of our pieces are customizable, these requests will be reviewed on an individual basis. Custom quotations and leadtimes are available through your showroom or representative for pieces outside of our standard catalog. Quoted prices are valid for 30 days unless otherwise negotiated when the pricing is given. No cancellations are allowed on custom orders.

DELIVERY & LEADTIME

Production and leadtime will begin upon receipt of purchase order, but not without the accompanying deposit, size and finish specifications, and COM materials where applicable. Additional delays due to revisions, drawing approvals, or other necessary information can also occur when ordering custom products, so please submit a completed purchase order with as much confirmed information as possible. Leadtimes will vary by product ordered, and can range from 12-18 weeks depending on availability of materials, current production scheduling, and the custom nature of an order. Quoted delivery dates are approximate, and Joseph Jeup, Inc. shall not be responsible for any delay or failure in performance for any course beyond our control (including, but not limited to strikes, lockouts or other labor difficulties, failure or delay of sources to supply, transportation difficulties, accidents, fires, acts of God or any event which interferes with Joseph Jeup, Inc.'s normal business and manufacturing operations.

CANCELLATION POLICY

All goods are made to order per client specifications. Orders cannot be canceled after ten (10) business days from date of deposit, otherwise they will result in a forfeiture of the deposit. Changes to orders, returns or cancellations are required in writing for approval from Joseph Jeup, Inc. Such orders may also be subject to price change or re-stocking fees of 25% - 50% of the net sales price.

STORAGE POLICY

All orders must be shipped within thirty (30) days of completion to avoid storage fees. A storage fee of \$100 per month will be added to the final invoice if the merchandise is not picked up before the thirty (30) day deadline expires.

CRATING, CARTONING & DELIVERY

Crating and cartoning are an additional cost which must be included and acknowledged on the original purchase order. Individual crating fees are listed in the Price Guide, and are subject to change if special crating requests are made, whether for installation or assembly purposes. International crating is also available for an additional fee. Please see your Price Guide for more information.

Knockdown (KD) crating is available upon request, and is subject to approval by Joseph Jeup, Inc., as not all pieces are recommended for this option. This could be due to the nature of the design and structure of the piece, unlikely ease of on-site assembly and installation, or risk of damage to the piece during freight transit inside the crate.

In all cases it is the responsibility of the purchaser to determine if the size of the completed furniture can be accepted through entry doors, windows, etc. Joseph Jeup, Inc. does not accept responsibility or liability where on-site conditions and limitations prevent final delivery of items.

METHOD OF SHIPMENT

Prices are F.O.B. Joseph Jeup, Inc. in Grand Rapids, Michigan, U.S.A. Joseph Jeup, Inc. or the representative showroom will arrange product shipments on behalf of the client unless client specifies alternative shipping arrangements. Client pickup directly from our facility is not permitted.

QUALITY LIMITATION & WARRANTY

Joseph Jeup, Inc. carefully inspects all items before they are crated or cartoned for shipment, and archives a video record of the item's condition prior to shipment. Joseph Jeup, Inc. cannot be held responsible for mishandling by a freight carrier or receiving warehouse, and therefore all damage claims will be carefully reviewed on an individual basis. Goods damaged in transit cannot be refused by the consignee, and must be settled by the consignee with the carrier that caused the damage. Customers and receiving warehouses must carefully inspect all items at the time of delivery, and all damages must be noted on the Bill of Lading. Such obvious or discovered / concealed damage must be reported in writing to the carrier in accordance with the applicable regulations and time limits agreed upon when the freight arrangements were made. All claims against Joseph Jeup, Inc. must be made in writing within ten (10) working days after receipt of goods, including receipt at a receiving warehouse. Failure to make a claim within the ten (10) day period constitutes acceptance of goods and a waiver of any such defects, errors, or damage. If Joseph Jeup, Inc. accepts a claim, it is at our discretion as to whether a repair or replacement is warranted.

Joseph Jeup, Inc. warrants that any goods sold will be free from defects in workmanship and materials for one (1) year from date of shipment. This warranty does not apply to damage or breakage resulting from misuse, accidents, abuse, neglect, mishandling or wear resulting from normal use. Joseph Jeup, Inc. will repair, or at our discretion, replace free of charge, any defective merchandise. Defective products will be replaced within the normal production leadtime required to reorder and manufacture the same product.

RETURNS

All furniture sales are considered final. No returns, for any reason, will be accepted without prior written authorization from Joseph Jeup, Inc. and must be accompanied by an assigned return authorization number. Merchandise returned without a pre-assigned return authorization (RA) will be refused. Unauthorized returns will not be accepted and will be returned to the shipper freight collect. Returns for reasons other than valid claims, if allowed by Joseph Jeup, Inc., will be subject to a handling and/or re-stocking fee.

General Information & Product Specifications

WOOD & METAL FINISHES

Metal and wood finishes are applied by hand, and may vary in color, tone, and character. The natural color and grain characteristics of wood may subtly affect the character of each piece. This is not considered a defect, but rather part of the natural beauty of the specie. Finished product may also reflect variations of the natural materials used, that may not have been visible on a finish sample due to its small size. Wood and metal finish samples are provided as general color references only, and should be used only as a guide. We will make every effort to match a finish, however no guarantee of an exact match can be made.

Joseph Jeup, Inc. does not guarantee finishes against fading or oxidizing. Standard wood finishes include a pre-catalyzed lacquer topcoat. Please refer to the Price Guide for sheen, fill, and topcoat options. Custom finishes, alternate topcoats, and wood species are available upon request for special applications.

SPECIFICATIONS & EXCLUSIONS

Dimensions are given to the nearest eighth inch, and are considered to be approximate. All pieces are handmade to order, and therefore are subject to variation. Actual product measurements may vary slightly from our published dimensions or those noted on your purchase order. If precise hold-to tolerances are required, please clearly note it on your purchase order and drawing approval, if applicable.

Joseph Jeup, Inc. reserves the right to make changes in design, construction, materials, and dimensions at any time. Products may be discontinued without notice.

CASEGOODS

Casegoods are made with hand-selected hardwoods and veneer, kiln-dried to 6-8% moisture content. All construction joints are engineered to the highest quality standards possible using various techniques, but not limited to: glue and dowels, threaded steel reinforcement rods, dovetails, and tongue and groove joints.

UPHOLSTERY

All upholstery orders must be accompanied by a Joseph Jeup UIF form (Upholstery Identification Form) to ensure proper material allocation and application. A sample form is included in this section and additional forms are available from your showroom, sales representative, or at www.josephjeup.com. Please mail this form to Joseph Jeup, Inc. with a swatch of the material(s) attached face-side out and in the direction desired for application purposes. The swatch of COM is required to help identify the fabric when it is delivered and avoid errors in manufacturing due to incorrect fabrics that are sometimes shipped by mistake. Any special instructions regarding the application of the material (pattern, direction, face side, etc.) must be included on this form. Fabric is applied to an item vertically "off the bolt" unless otherwise specified. On large chairs and sofas, some fabrics may be railroaded to avoid seams. Please indicate your preference on the UIF form to railroad the fabric or to use standard upholstery, which may require additional seaming.

Please ship all materials to:

Joseph Jeup, Inc.
4171 Luxe Court S.E.
Grand Rapids, MI 49512

All COM/COL shipments must be clearly sidemarked to include the sales order number, product for which the materials are intended, client, and showroom representative if applicable. Upholstery orders are placed into the production schedule upon receipt of COM or COL and complete information including the UIF form, finish, and sheen specification.

We must assume that all materials have been inspected prior to delivery to Joseph Jeup, Inc., and are ready to use upon arrival. Remember, leather is a product of nature, and at times, flaws are subjective. Scars, wrinkles, and other imperfections are very common and only add to the character of the piece. We will cut leather as free of flaws as possible, but may have to piece larger areas to increase yield and remove those flaws.

COM YARDAGE

COM yardage requirements listed in the Price Guide are estimated using 54" wide plain fabric. When using patterned materials less than 54" wide, please use the following guide for calculating yardage requirements, in addition to yardage called for in the Price Guide.

FABRIC WIDTH	PLAIN FABRIC	2" - 14" REPEAT	15" - 19" REPEAT	20" - 27" REPEAT	28" - 36" REPEAT
54"	+0%	+10%	+15%	+20%	+25%
50"	+10%	+20%	+25%	+30%	+35%
48"	+15%	+25%	+30%	+35%	+40%
45"	+40%	+50%	+55%	+60%	+65%
36"	+50%	+60%	+65%	+70%	+75%

NOTE: This yardage is only approximate. Joseph Jeup, Inc. is not responsible for mis-quoted COM estimates, so please confirm the amount required before ordering if you are unsure about the calculation. For plaids or two-way repeats, double the percentage increase given in above chart.

COM BACKING

Backing is required for all lightweight or loose-weave fabrics, and all silks for upholstery. Client is responsible for arranging to have their fabrics backed prior to delivery to Joseph Jeup, Inc. If in doubt, please send a minimum 4" x 4" swatch of the fabric in question so that we may determine if backing is necessary. This will help avoid delays in production and/or additional charges to the client. Upon request, backing arrangements can be made at the discretion of Joseph Jeup, Inc., in which all costs involved will be added to your final invoice for the order. An approved Change Order is required prior to fulfillment if backing is arranged by Joseph Jeup, Inc.

If backing requirements be discovered after delivery to Joseph Jeup, Inc., all costs and arrangements are the responsibility of the buyer, and may delay final production of the order. Standard upholstery leadtime does not begin until all materials are received in usable condition.

UPHOLSTERY CONSTRUCTION

General upholstery frame construction includes kiln-dried hardwood frames, machined for durability. Dowel construction is used throughout, along with glue, screws and corner blocks. The suspension is then married to each frame for comfort and durability. Typical frames will have any one of the following construction methods: eight-way hand-tied coils, premium elastic webbing, or sinuous wire springs.

The inner upholstery consists of a layer of synthetic fiber batting covering the raw frame, followed by urethane foam and final layer of white synthetic fiber batting. All inner body fillings are hypoallergenic. The outer fillings begin with a synthetic fiber fabric covering, followed by a layer of synthetic fiber batting, and finally, the finish fabric.

All foam materials comply with California TIB 117.

UPHOLSTERY IDENTIFICATION FORM

JOSEPH JEUP®

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Showroom _____ Sales Order # _____

Product _____

Client Name / Sidemark _____

MATERIAL #1

Material (COM / COL / Trim) _____ Ydg / Sq Ft _____

Material Manufacturer _____

Pattern Name / # / Color _____

Placement _____

Width / Repeat* (If Applicable) _____

*Yardage requirements are estimated from 54"W plain material. Materials with pattern repeats may require additional yardage and should be confirmed before ordering. COL square footage requirements are based on full cow hides. If calf hides are specified, additional square footage and seaming may be required.

Railroaded yes no

Does your COM have a directional nap? (mohair, velvet) yes no

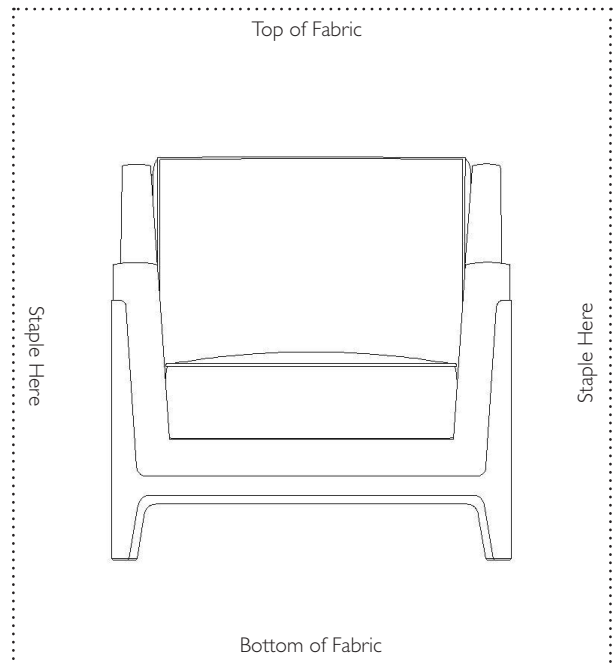
Does your COM need backing? yes no

Additional Instructions:

PLEASE SHIP ALL MATERIALS TO:

Joseph Jeup, Inc.
4171 Luxe Ct. SE
Grand Rapids MI 49512

All materials MUST be clearly sidemarked with their upholstery sales order number, product, client, and showroom if applicable.



Attach fabric sample to indicate direction of material on upholstery. Face side out indicates face side for upholstery application.

MATERIAL PLACEMENT

Signature _____ Date _____

I authorize Joseph Jeup, Inc. to apply this material as I have indicated on this form. Without specific instruction, fabric will be placed at the discretion of Joseph Jeup, Inc. We must assume all COM's sent to us have been inspected and are ready for use prior to delivery to Joseph Jeup, Inc.

UPHOLSTERY IDENTIFICATION FORM

JOSEPH JEUP®

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MATERIAL #2

Material (COM / COL / Trim) _____ Ydg / Sq Ft _____

Material Manufacturer _____

Pattern Name / # / Color _____

Placement _____ Width / Repeat* (If Applicable) _____

MATERIAL #3

Material (COM / COL / Trim) _____ Ydg / Sq Ft _____

Material Manufacturer _____

Pattern Name / # / Color _____

Placement _____ Width / Repeat* (If Applicable) _____

MATERIAL #4

Material (COM / COL / Trim) _____ Ydg / Sq Ft _____

Material Manufacturer _____

Pattern Name / # / Color _____

Placement _____ Width / Repeat* (If Applicable) _____

MATERIAL #5

Material (COM / COL / Trim) _____ Ydg / Sq Ft _____

Material Manufacturer _____

Pattern Name / # / Color _____

Placement _____ Width / Repeat* (If Applicable) _____

Product Finish Options

Each product is manufactured in one standard wood specie unless otherwise noted, and each specie has multiple finish options available to choose from. Please refer to the below list of finish options when placing an order. Finish samples are available from your sales representative. Custom species and color matches are also available upon request. Please see your sales representative for a custom quotation.

AMERICAN WALNUT

113 Carob
 116 Amber
 117 Dark Carob
 122 Midnight
 129 Dark Amber
 142 Putty*
 143 Slate*
 144 Light Putty*
 145 Charcoal
 146 Dusk
 160 Cafe*
 398 Aged Bronze (Jacques Wood Base Only)

Client samples not available for this finish.

AFRICAN ROSEWOOD

133 Bark
 134 Charcoal
 135 Clay
 136 Dark Putty
 137 Light Putty
 139 Slate
 140 Stone
 141 Dark Sand

BLACK LIMBA

159 Charcoal
 161 Ash

KOA

162 Ash
 163 Dove Grey*
 164 Light Sand*

MAHOGANY

118 Amber
 119 Dark Carob
 123 Midnight
 126 Dark Amber
 149 Putty*
 150 Slate*
 152 Charcoal*
 155 Dusk
 156 Clay*
 157 Stone*

SANTOS ROSEWOOD

114 Carob
 131 Amber
 147 Charcoal*

WENGE

148 Weathered

* Indicates premium finish option & may require an upcharge.

METAL, GLASS & STONE

Client samples not available for these finishes.

400 Aged Bronze
 401 Satin Nickel
 404 Polished Nickel
 405 Aged Nickel
 407 Textured Iron
 501 Starfire Clear Glass
 502 Textured Brown Glass
 507 Grey Striae Honed Marble

Product Sheen Options

Each product is available in multiple sheen options, however not all sheen options are available on every product. Please refer to your Price Guide for sheen availability. Standard topcoat application includes pre-catalyzed lacquer. Custom sheen, grain fillers, and alternate topcoat options are available upon request. Please see your sales representative for a custom quotation.

FLAT SHEEN

A low sheen option at 10% reflectivity, with no wax or grain fill.

MATTE SHEEN

A low sheen option at 20% reflectivity with wax applied as a final step. No grain fill.

SEMI-GLOSS RUB SHEEN

A medium sheen option at 40% reflectivity with wax applied as a final step. No grain fill.

FULL-FILL POLISH SHEEN (Premium)

A medium sheen option at 30-40% reflectivity, hand-rubbed for a smooth finish. Grain is 100% filled.