

Richter Designs is one of the premiere Manufactures of high end custom upholstery. This piece has been designed with absolute attention to proportions, comfort and the small details that make it uniquely Richter. Our upholstery has been engineered to stand the test of time and is assembled in purpose built facilities in Mexico. Most importantly, this piece has been created for the most discerning consumer.

Product and Ordering Information

Frame

Richter Designs™ constructs all frames on site and guarantees them for two years. They are made of mixed-choice hardwoods. Kiln drying removes moisture from the wood, sealing it. This prevents swelling or shrinking which causes wood to warp and joints to loosen. Kiln dried wood insures stability and shape retention. All frames are glued. A horizontal gut rail gives additional strength to the base of the frame. Heavily braced corner blocks re-enforce the joints so they will not loosen over time. Richter Designs™ carefully pads all edges and arms with high-density foam. Our furniture is hand made and therefore there will be a manufacturing tolerance, which may vary no more than 1.5 inches from stated sizes.

Springs

No-Sag Spring construction is standard on Richter Designs™ frames. This is a unified system that moves as one. Also known as sinuous springs, S shaped, these springs are made from heavy-gauge steel. They are affixed to the frame under the seat cushions from front to back.

Cushion Fill

Richter Designs™ Furniture offers 2 options for back and seat cushion fill. Our standard seat cushions are made with high quality foam sandwiched and wrapped with 100% Dacron fibers. Back cushions and pillows are filled with 100% Dacron. This option provides great longevity and a clean look.

Feather and Down Blend...

...inserts (FDBlend) offer maximum comfort and luxury. We provide a down wrap seat made by wrapping a feather and down envelope



around a foam core.

The foam core offers additional support and helps the cushion keep its shape preventing the down from being too packed. Back cushions or pillows are made with solid feather and down. A 50% fiber, 45% feather and 5% down feather ratio is used. The feathers' spines create support and a light fluffy mixture.

Legs

Richter Designs™ offers three leg stain choices black, dark-walnut, and espresso. Orders cannot be processed unless this is indicated. Our styles come with a standard leg style. We do not have different leg styles that may be interchanged on our furniture. We offer the option of a swivel base on our Deep chair and Puff.

Upholstery

Richter Designs™ takes extra steps to ensure each piece of furniture is produced with exceptional care. Upholstered furniture can provide an endless number of different looks given the options we have in styles, fabrics, leathers, and legs.

Fabric

Richter Designs™ furniture selects fabrics from mills around the world. Most are made of natural fibers like cotton and linen. Some fabrics are blended with man made fibers to develop new looks. Careful selection provides our customers with a variety of classic, popular and contemporary looks. There is also a range of price points to accommodate all budgets. Fabric dye lots can vary.

Fabric Combinations

The price of combining fabrics on one piece of furniture will be determined by the highest grade fabric in the mix. These designs are more labor intensive and a combination of 2 or more fabrics will increase the cost to the higher grade fabric. This is only available on specified models.

Guarantees

Should any problems arise contact your Sales Representative, in writing (repair/return request form to be completed), immediately. Photographs will be requested as the next step. Repairs or replacements will be handled after the merchandise has been inspected at Richter Designs™ Furniture Manufacturing. Any manufacturing flaws must be reported, in writing, within 5 days. We are proud of Richter Designs™ Furniture and look forward to resolving such issues quickly and completely.

Ordering

Ordering is one of the most important steps. All orders must be in written form preferably via our intranet <http://richterinc.com>. After you place your order you will receive an order confirmation from the website, or if you are placing the order with a Sales Representative, he or she will send you the order confirmation. Fax order confirmations must be signed before a work order to our production department will be issued. Changes and cancellations can not be made after production has begun. All orders are CBD, unless a line of credit has been provided for your account. You will be issued a customer_id, and this account must maintain current status to avoid production delays. It is policy at Richter Designs™ Furniture to hold orders if credit has been exceeded or accounts are past due.

Freight Claims

Richter Designs™ is not responsible for freight or shipping damages due to the fact that all our shipments are FOB our warehouse. Please inspect deliveries carefully and contact your freight company immediately should damage occur.

Storage

We are not able to store pieces after completion. Arrangements need to be made within 2 weeks. Richter Designs™ reserves the right to resell any pieces that are not picked up within 30 days.

■ Richter Designs

a division of **Robinson & Robinson.**

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www.richterinc.com

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