UP COUNTRY

Frequently Asked Questions

www.leeindustries.com

Who will UP COUNTRY sell to and what is my pricing? Up Country offers **LEE** to those that provide trade credentials. This usually includes designers, specifiers, and small retailers that cannot open the **LEE** line themselves. UP COUNTRY sells **LEE** to the trade at retail prices less 50%. This is calculated on **LEE**'s MSRP.

How do I order? A written order via fax, email, or trade show is acceptable. Once received UP COUNTRY will fax an order to you. Please review all item numbers, fabrics, and shipping information before signing. Your signature on the order form indicates the order is correct and confirms the order. Your order is sent to **LEE** once UP COUNTRY receives this signed order.

All sales are final.

Neither changes nor cancellations can be made once product is scheduled for production.

What are the terms? UP COUNTRY accepts check or credit card (MC, VISA, or AMEX)

Can I get a catalog and fabric samples? **LEE** Catalogs can be purchased through UP COUNTRY. Sorry, but **LEE** fabrics are available only to **LEE** Retailers. You can request up to 10 fabric samples on-line at www.leeindustries.com If assistance is needed, UP COUNTRY will be glad to assist you in making a swatch request.

What cushion options are available? The standard seat cushion is called Natural Lee. It is polyurethane foam utilizing BiOH polyol derived from soybeans and wrapped in 80% regenerated fibers consisting of virgin and waste fibers sewn into cotton ticking. There are several upgraded cushion options available. Most **LEE** styles have a recommended upgrade package **if** upgraded seating is desired. The following are package descriptions ranked from firmest to softest: Cloud 9, Spring Downy, Eco Lux, Haven, and Goose Down.

Additional Cushion Options-

- Extra Firm HR- (no extra charge) additional seating support in HR Foam
- Cloud 9- Coil Spring Core surrounded by Poly-Foam, Wrapped in Poly-Fiber in an envelope of 15/85 down and feathers
- Spring Down- Coil Spring core inserted into an envelope of premium waterfowl down and sewn into a loose down proof ticking
- Eco Lux- Poly foam core like Natural Lee wrapped in a 50/50 blend of white goose down feathers and corn cellulose based Ingeo fiber sewn in to cotton ticking. Available only in Eco Lux Package
- Haven- An Ultracel Foam Core inserted into a 5/95 premium white goose down and feathers, sewn into a channel of loose down proof ticking

Is scotch guarding available? Yes. **LEE** charges per piece. The fabric is sent to a third party vendor that treats the entire fabric. It is not just a spray-on treatment. This adds 2-3 weeks to your order. Application of soil resistant treatment

by anyone else negates the fabric warranty.

What customizations are available? Some customizations include contrast welt, contrast fabric, contrast pillows, change of cushion configuration, topstitching, contrast banding, change of skirt, and nail head application. There are charges for each and all are not available on every item. This list is not inclusive of all customizations.

Are there dye lot variations? Fabrics received by **LEE** at different times have dye lot variations. Therefore it is not possible to guarantee that fabric dye lots will not vary from the swatch you have or from fabrics you ordered previously. If items are ordered on the same PO with the same fabric, the items will be manufactured from the same dye lot.

COM? Yes! The price for most COM applications is equivalent to Grade G on the pricelist.
Yardage quotes are based on 54" plain fabric. When using fabric that is narrower than 54" or is patterned, fabric requirements are increased. Example: if the fabric repeat is >27" then you would need an additional 40% of the yardage quoted. UP COUNTRY will be glad to provide you with these requirements. Every attempt is made to give accurate estimates for COM required, but excess may be left over or additional COM required.
Please make sure that your fabric choice is appropriate for the use you are specifying. You are buying at trade prices and it is UP COUNTRY and **LEE's** expectation that your professional skills are sufficient to choose fabrics appropriate for upholstery use. Ex., Silk is not appropriate for upholstery without backing. Please complete a COM information sheet, attach to the fabric on the outside of the package and send to the address on the COM sheet. If the COM sheet is not sent with the fabric, please mail separately to the same address. Make sure each fabric package has your account name on it so it can be properly identified. Purchase Orders cannot be sent to **LEE** until COM's and COM sheets are received. **LEE** cannot assume responsibility of COM fabric imperfections, dye lot variations, or wearing.

What is the Warranty? Frame and springs are warranted to be free from manufacturing defects for life based on the conditions noted below:

Cushions, beds, mattresses, and motion mechanisms are warranted to be free from manufacturing defects for seven (7) years based on the conditions noted below:

- Warranty applies ONLY to the original owner.
- Warranty applies to normal residential use. Defects resulting from negligence or abuse and items used in a commercial or business setting are not covered.
- The furniture must be in the original upholstered cover.
- In order to request service under our warranty, all claims must be submitted through the authorized **LEE** retailer/trade showroom where the furniture was purchased. Upholstery fabrics, including slipcovers, will be warranted for one (1) year against seam slippage, fraying, and dye transfer when the cleaning instructions provided by **LEE** are followed. Wearing, wrinkling, fading, and pilling are not covered. Application of a soil resistant treatment by anyone other than **LEE** negates our fabric warranty.

How good is LEE's Sleeper Mechanism (on sofas)? LEE uses a contract grade square tubular sleep sofa system. It is designed for heavy use and superior sleep quality. The mattress is premium quilted 5 ½" innerspring sleeper unit. Upgrade to an air mattress is available.

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Corporate Office Ph. 706-216-6600 Email: info@upcountry.biz

How do I care for my furniture? All seat cushions and back pillows should be reversed regularly and cushions rotated from side to side. Do not wash or dry cushion cores as this will cause melting and bonding of fibers. Regularly vacuum with a soft brush attachment. Back and throw pillows should be fluffed regularly. The home furnishings industry has adopted cleaning codes industry wide. A cleaning code is available for each fabric. Please utilize the services of a professional to clean your upholstery and make sure they are knowledgeable in their field and adhere to the cleaning codes, which are industry standard.

Slip covered Furniture- Some slipcovers require dry cleaning although many are machine washable. Please ask concerning the fabric you choose. If machine washable, remove cushion inserts and zip closed all slipcovers to prevent damage while washing. To prevent color variations, wash the entire slipcover, not only some parts. Use mild detergent and cold water. Dry on low heat and return to the piece slightly damp. Before removing the slipcover, look carefully at how the cover is applied so that you can recover the piece correctly. Customers ordering **slip covers only** for previously purchased **LEE** models can determine the appropriate item number by the **LEE** tag on the furniture you already own.

How do you ship? FOB North Carolina. That means you legally take possession of the product when shipped. The risk of loss for the goods passes to the Buyer when the Carrier accepts goods. We will ship via your specified carrier or if you do not have one, we will choose one for you. We usually ship Shelba Johnson for business deliveries **only**- 10-14 days. We usually ship Alpha and Omega Home Deliveries or ABF Turnkey if residential. We cannot guarantee residential shipping to all addresses but will do our best to find a carrier if you do not know one. Orders shipped prepaid will be charged $30. If you specify a business delivery without a dock, the shipper may charge you a $100 non- dock charge and it will be absolutely necessary for you to help the driver unload. Without a dock, one driver cannot unload a sofa without harming the product! If you cannot provide assistance or a dock, it is better for you to pay the extra charges that are charged by a receiver or blanket wrap delivery companies.

What if the product is damaged in shipping? LEE makes every effort to carefully inspect all merchandise before leaving the factory. The carrier, upon acceptance, assumes responsibility for its safe delivery. Customers must file a claim for loss or damage occurring during transit with the Carrier involved. Visible damage discovered at the time of delivery MUST be noted on the freight bill **AT** delivery. The Driver should also sign this. A decision should be made at that time if the product should be refused. It is particularly important to inspect the legs for damage. Receivers should not be used that are not willing to inspect the merchandise upon receipt.

Can you split ship? LEE does not split ship unless given specific instructions to do so. Split shipping means you are paying two shipping bills instead of one