

# ORDERING INFORMATION

ERG International offers our customers a vast selection in design choices. We will give you the freedom to use our products to design environments that have just the look you are trying to achieve with complementing colors, textures and finishes.

Ordering from ERG is simple and easy. When ordering, please follow these simple guidelines to ensure your furniture products are made exactly to your specifications.

Exact information needed are specified with each series, the following is a general list of information that may need to be specified:

## HOW TO SPECIFY

### Series Name

### Model #

### Quantity

### Plastic Chair

- Poly Shell Color
- Frame Finish: Wood Or Metal
- Options: Powder Coat...etc.

### Upholstered Chair Or Soft Seating

- Fabric Grade / COM / COL / COV
- Vendor
- Name & Number
- Fabric Direction(See Fabric Info under Materials & Finishes Booklet)
- Frame Finish: Wood Or Metal
- Options: Power/Data, Arm Caps...etc.

### Table: Cafe, Training, Conference, Occasional

- Table Top:
  - ♦ Laminate
  - ♦ Wood
  - ♦ Veneer
  - ♦ Acrylic
  - ♦ Solid Surface
  - ♦ Butcherblock
- Edge
- Base Finish
- Options: Power/Data,Flip, etc.

In some cases, more specific information may be required, such as placement of arms, two tone stain, second fabric information, etc. A layout drawing will need to accompany all orders that have placement issues pertaining to “Left” or “Right” side placement, i.e. arm locations and tablet arm placements.

## ERG CUSTOMER SERVICE

ERG Customer Service Department prides itself in delivering the best service possible for all our customers. ERG's Customer Service hours are 7:00 AM to 4:30 PM, Pacific Standard Time, Mon. – Fri. You may reach ERG Customer Service at 1-800-446-1186, or by fax at: 805-981-9878.

## DESIGN AND ENGINEERING SERVICES

Because every application is unique, ERG offers Space Planning and Engineering Services to tailor our products to meet your needs.

ERG International's responsibility is limited to supplying the product, as specified, to the buyer. Responsibility of meeting City, State and Federal building codes and requirements is the responsibility of the elected installer.

# CONTACT US

### Quotes or Questions:

[sales@erginternational.com](mailto:sales@erginternational.com)

### Purchase Orders:

[orders@erginternational.com](mailto:orders@erginternational.com)

### Literature and Finish Sample Requests:

[literature@erginternational.com](mailto:literature@erginternational.com)

or

[REQUEST FORM](#)

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### Hours:

Monday through Friday

7:00 AM - 4:30 PM Pacific