

COMPANY INFORMATION

Who is Decca Contract Furniture?

Decca Contract Furniture, LLC is a U.S. based distributor of executive casegoods, seating and conferencing products with its headquarters in Minneapolis, MN. The focus of Decca's efforts is the provision of highly crafted products to the architecture and interior design community. Decca Contract Furniture is a division of Decca Ltd.

Who is Decca Ltd.?

Hong Kong based Decca Ltd. produces the products marketed by Decca Contract Furniture, LLC. Decca Ltd. is a renowned manufacturer of millwork and furniture products that are installed around the world.

How long has Decca Ltd. been in business?

The company was founded in 1973 by its current CEO, Mr. C.H. Tsang. The company trades publicly on the Hong Kong stock exchange.

How do I receive more information about Decca Ltd.?

Please visit: www.decca.com.hk

What type of facility does Decca Ltd. have?

The Decca Ltd. facility is a 1.3 million sq. ft. manufacturing facility that features state-of-the-art machinery and over 2000 employees. Highly experienced craftsmen and women are at the heart of this unique facility.

GENERAL INFORMATION

How do I contact customer service?

Decca can be contacted by sending an email message to: info@deccacontract.com

What is the Decca warranty?

Decca warrants the construction and the finish of all of our products to be free of defects in materials and workmanship for a period of 10 years from the date of purchase.

Who is the Decca representative in my area?

Decca customer service will provide representative contact information: info@deccacontract.com or you may visit our web site at: <http://www.deccacontract.com/representatives>

Is there a non-obsolescence policy?

Decca offers a limited, lifetime non-obsolescence policy.

Where can I see Decca Contract products?

Minneapolis

Chicago

New York

Atlanta

Dallas

Houston

San Francisco

Who distributes Decca?

Decca Contract products are distributed through authorized dealers. To obtain information about dealers in your area, please contact your representative or Decca Contract customer service: info@deccacontract.com

Does Decca provide drawings?

Decca provides 3D drawings for initial concept approval. Then, 2D drawings are submitted for final approval. Color renderings are available upon request.

PRODUCT INFORMATION

What is the lead time for standard products?

The lead time for standard products is 10-12 weeks. This time frame includes production and transportation to the recipients location.

Does Decca offer custom products?

Decca welcomes the opportunity to provide a quotation for your custom casegood, seating or conferencing product. The MTO (Made To Order) program encourages our clients to submit their modification requirements, or totally custom requests.

What type of finish is used?

Decca uses a proprietary modified polyurethane top coat. This highly durable finish is water resistant, resists marring and is repairable should the need arise.

Does Decca offer custom wood finishes?

Yes, we have extensive color matching capabilities. Please contact customer service and be prepared to submit a 3"x3" sample.

How do I care for my product?

Dust occasionally with a soft cloth that has been slightly dampened with water. Do not use any cleaning products that contain petroleum based ingredients. Level the product annually, adjust hinges and pulls accordingly.

CONSTRUCTION INFORMATION

Where does Decca get their veneer and lumber?

Decca uses industry recognized vendors from around the world; however, the primary source for veneers and solids is the United States.

What type of veneer is used?

Decca products feature hand-selected Grade A veneers that are available in numerous species and can be applied in various patterns. FSC veneers are available.

Does Decca do its own veneer layup?

Yes, Decca lays up all of its veneer, we are a vertically integrated manufacturer. This feature allows us to select veneers with only the highest quality aesthetics.

What is the top construction?

Decca tops feature a 45 lbs. MDF core, encased with 1/16th inch HDF to which a Grade A veneer is then applied to the user surface. Decca products feature balancedply construction with tops that are 1.5" or 2.25" thick.

What is the drawer construction?

Decca drawers feature 5-piece construction, dovetail joinery and fully veneered interiors that are finished to match the exterior case finish. This drawer interior finish feature is unique in the industry when compared to other, more commonly used, materials such as vinyl or inexpensive woods.

What type of drawer slides are used?

Decca products feature full-extension, high precision, ball bearing drawer slides.

Where does Decca get their hardware, lock mechanisms and finishing materials?

A significant majority of Decca's vendors are in the U.S.; however, we do source products from around the world.

Are laminates available?

Decca will produce products with plastic laminate surfaces when directed to do so by the specifier.

How much assembly is required?

Decca products require a minimal amount of assembly. Connections for desk extensions and bridges are necessary; however, items such as over cabinets, wardrobe units and pedestals are shipped fully assembled.

ENVIRONMENT

What is Citizen Decca?

In the last decade, as Decca has emerged in the global marketplace, it has become evident that we must move forward in our role as a citizen of the world – an aware and active citizen who does its share to address the needs of society and the environment. Citizen Decca is our way of identifying who we are and our intention to pursue more efficient methods of business development to ultimately become a truly sustainable corporation.

Does Decca offer a LEED point matrix?

Yes, the LEED point matrix is a part of our Citizen Decca initiative. Please contact customer service:

info@deccacontract.com

Is Decca Ltd. FSC certified?

Yes, Decca Ltd. is an FSC certified manufacturer.

Are all veneers available with the FSC certification?

No, some species are not available with the FSC certification. Please contact customer service for more information:

info@deccacontract.com

What is FSC – Forestry Stewardship Council?

FSC is an independent, non-governmental, not for profit organization established to promote the responsible management of the world's forests.

Does Decca offer GREENGUARD certified products?

Yes, as a part of our Citizen Decca initiative, all Decca casegoods are GREENGUARD certified. Please visit the GREENGUARD web site: www.GREENGUARD.org to download our certificates.

What is GreenGuard?

The GREENGUARD Environmental Institute (GEI) is an industry-independent, nonprofit organization that oversees the GREENGUARD Certification ProgramsSM. As an ANSI Authorized Standards Developer, GEI establishes acceptable indoor air standards for indoor products, environments, and buildings. GEI's mission is to improve public health and quality of life through programs that improve indoor air. A GEI Advisory Board consisting of independent volunteers, who are renowned experts in the areas of indoor air quality, public and environmental health, building design and construction, and public policy, provides guidance and leadership to GEI.

ORDERS

What is a complete, clean purchase order?

A complete purchase order contains all the information that is necessary for production to begin. Signed drawings must also be included.

Where do I send my complete order?

Please contact your representative or Decca customer service for a dealer in your area.

What if my order is not complete?

Production cannot begin until all information has been received.

Are deposits required?

Decca may request a deposit for first time orders, custom products or large orders.

Can orders be canceled?

Decca will only accept order cancelation with prior factory approval. A cancelation charge will be applied.

SHIPPING

What is the freight policy?

Freight is included for all transportation and delivery during normal business hours, within the continental U.S., for orders in excess of \$15,000 list. There is a fixed, nominal charge for orders of less than that amount. For deliveries after normal business hours, please contact Decca customer service at: info@deccacontract.com

What methods are used for shipping?

Decca uses ocean transport vessels, trains and trucks.

How are products packaged?

Casegood products are encased in soft foam and other protective packing materials and are then encased in high-grade, recycled cardboard. Casegoods are then placed upon a wood skid. Seating products are wrapped in soft foam and other protective materials and then float inside a carton constructed with high-grade recycled cardboard.

What if there is damage upon receipt of my product?

Although we experience a very small amount of freight damage, if it occurs Decca requires that a freight claim be filed with the carrier immediately upon the notation of damage. Claims not made within 72 hours of receipt may not be honored. Digital photos will be required as a part of the claim process.