

FAQ



How do I find out who the Coriander Designs Sales Rep is in my area?

Please visit the Contact section of our website to locate the local Coriander Representative in your area. You can also email info@corianderdesigns.com or call us M-F 7:00-5:00 PST and call connect you with your local rep.

Where do I ship COM fabric?

All COM and COL Material packages must be shipped prepaid and clearly marked on the exterior of the package with the following information:

- Your Company Name, Phone Number and Contact Person

- Your Purchase Order Number

- Proper Application Instructions

- No COD's will be accepted for COM yardage

Addressed to:

- Coriander Designs - COM Fabric

- 20485 144th Ave NE

- Woodinville WA 98072

Where do I send my purchase order?

For your convenience, purchase orders can be e-mailed directly to orders@corianderdesigns.com Faxed orders are acceptable as well: 425-402-8985

Who do I contact to check the status of my order?

Our Customer Service Department is able to answer any and all questions as it pertains to orders, product questions or general information. Please submit inquiries directly to info@corianderdesigns.com or call 425.402.8001 and you will be directed to your designated Customer Service Representative.

How can I be set-up as a customer?

The Coriander Sales Representative for your area can facilitate the process of opening an account with Coriander Designs. Please visit the Representation section of our website to locate the local Coriander Representative in your area.

Who do I contact for quote requests?

Our Customer Service Department is able to answer any and all questions as it pertains to orders, product questions or general information. Please submit inquiries directly to quotes@corianderdesigns.com or call 425.402.8001 and you will be directed to your designated Customer Service Representative.

Where do I submit requests for fabric and/or finish samples?

Please submit fabric and finish sample inquiries directly to info@corianderdesigns.com or call 425.402.8001 and you will be directed to your designated Customer Service Representative.

How do I find out if a specific fabric has been approved for use with Coriander Designs products?

All of the fabrics in our Fabric Grades List have been tested and approved for use with Coriander Products. Our Fabric Grade List is subject to change due to availability from the fabric mills. For all fabric not the list please contact our Customer Service Department via info@corianderdesigns.com or call 425.402.8001 and you will be directed to your designated Customer Service Representative.

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Who do I contact if a replacement part is needed?

Our Customer Service Department is able to answer any and all questions as it pertains to orders, product questions or general information. Please submit inquiries directly to info@corianderdesigns.com or call 425.402.8001 and you will be directed to your designated Customer Service Representative.

Who do I contact for marketing or press material requirements?

Please direct any inquiries to Coriander Designs VP of Marketing, Ryan Brown at ryan@corianderdesigns.com

Am I able to tailor the product to my clients specifications?

As a flexible manufacture, all Coriander Designs Products have some level of customization available. Please contact our Customer Service Department to find out how we can make your clients dream a reality. Please submit inquiries directly to info@corianderdesigns.com or call 425.402.8001 and you will be directed to your designated Customer Service Representative.

How long is lead-time affected by custom products?

Depending on how custom the item is or if it is just a tweak to a standard product will effect the lead time based on extra engineering and lead time for special order materials.

What laminates are available for specification on Coriander Products?

Coriander Designs works with all the major laminate manufactures, Wilson-Art, Formica, Neva-mar, Pointie or most other smaller laminate suppliers.

How do I get to the Coriander Designs Factory?

Coriander Designs 20485 144th Ave NE Woodinville WA 98072 425-402-8001

-Take 405 North

-Take Exit 23 Woodinville/Wenatchee/WA-522E

-Merge on to WA-522

-Take Second Exit NE 195th St. / NE North Woodinville Way

-Turn Right on to 195th St.

-Take immediate Left onto Woodinville Snohomish Rd./ 139th Ave E

-Turn Right onto NE 200th St.

-Turn Left onto 144th Ave Ne

-144th Ave NE will look to come to an end at Ne 203rd St.

You will want to go down the drive To the Left and Straight Ahead with faded

"Do Not Enter" and "Emergency Access Only" Signs. Ignore the signs and proceed down the drive.

Coriander will be the Second Building on the Left.

Please note that Map-quest, Google Maps and iOS Maps will give you slightly wrong directions.

Can you do custom finish and what is the up charge?

Coriander Designs offers 17 standard finishes. Custom Stains are available at a charge of 10% net per order. Samples of the desired finish must accompany all orders where a finish match is required. Exact color matches are not guaranteed. Coriander will match the sample and send the sample and an

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acceptance form for approval. The order will not be entered until a signed copy of the acceptance form is received.

How does our freight program work?

Freight FOB Factory - Orders are shipped blanket wrapped as standard.

If cartoning is required, a net charge of 7% of the invoice will be charged. Additional lead time may be required for cartoning. At Corianders option, cartoned orders will be made to those areas not covered by blanket wrap carriers.

Freight shipments in Corianders local zone, within 150 miles of factory, Alaska, and Hawaii will be shipped on a freight collect basis. Please specify the carrier of your choice on your purchase order. All freight prices are FOB factory, outside of Coriander's local zone shipments will be shipped freight pre-paid and allowed to one destination. Pre-paid freight shipments are based on dock to dock delivery. Facilities that do not have a dock are subject to additional charges. Inside delivery, home delivery, and prior notifications are not included in pricing.

Orders for shipments that total less than 500 lbs. are subject to a minimum fee of \$200.00 net. Corianders' freight program does not guarantee delivery dates. For most areas there is a 3 day pick up spread with a 2-14 day delivery spread. The freight program is based on truck availability. If you need to receive shipments on a specific date, or at a specific time, it can usually be accommodated for an additional charge.

What is my discount?

The Coriander Sales Representative for your area can let you know your discount structure for your account with Coriander Designs. Please visit the Contact section of our website to locate the local Coriander Representative in your area.

Terminology



Adjustable Glides - Also known as levelers. Support devices for leveling or stabilizing units.

Box Drawer - A drawer that is generally 6" in height. Derives its name from the card boxes in which bankers kept account information.

Box / Box / File or BBF - The pattern or layout of drawers within a pedestal that feature two box drawers on top of a file drawer.

Casters - Wheels or rollers which are fitted to a chair base to provide mobility.

Catalyzed Lacquer - A chemical reaction induced by material unchanged chemically at the end of the reaction.

Center Drawer - Commonly referred to as the "pencil drawer". This drawer is mounted beneath the worksurface, centered between the pedestals. Center drawers are sold both standard with desks or in some cases, must be purchased separately.

Certified Wood - A credible guarantee that wood based products originate from an environmentally responsible source; assures the public that certain wood and paper products come from responsibly managed forests. USGBC LEED recognizes the Forest Stewardship Council (FSC) Certified Wood label.

Chain of Custody (COC) - A certificate with a unique number that provides a system for tracking wood through each stage, from the forest to the product's point of sale. It assures the public that the product was produced from a well-managed forest. A part of Forest Stewardship Council (FSC) certification.

COL - Customer's Own Leather.

COM - Customer's Own Material.

Credenza - A unit with pedestals, generally 18" to 24" deep, used in combination with a desk for additional storage. Storage credenzas have center storage areas. Kneespace credenzas have kneespace areas for greater accessibility.

Directional Fabric - A fabric with a pattern that must be carefully matched to be aesthetically pleasing.

Double Pedestal Desk - A worksurface with pedestals at both ends of the unit.

Drawer Configuration - The pattern or layout of drawers within a pedestal. Often seen as box/box/file or file/file.

End Panels - Slab end vertical panels that help support the worksurface, located at each end of a desk.

Ergonomics - Refers to one's relation to and interaction with the working environment. In seating, this term more specifically relates to offering the seated individual proper support and the adjustments that will allow for comfort during a variety of tasks.

File Drawer - This drawer is deep enough to support hanging file folders.

File / File or FF - The pattern or layout of drawers within a pedestal that feature two file drawers.

Forest Stewardship Council (FSC) - A non-profit organization devoted to encouraging the responsible management of the world's forests. FSC certification is available to landowners or companies that sell timber or forest products, to establish that they have practiced forestry consistent with Forest Stewardship Council standards. www.fsc.org

Full-to-Floor Pedestals - When pedestals extend to the floor below the worksurface.

Ganging - The method of joining individual elements into one unit.

Graining - Also known as Wood Grain, is the longitudinal arrangement of wood fibers or the pattern resulting from this on a piece of solid wood or wood veneer.

Grommet - A plastic or metal covering for an opening primarily in casegood tops for routing wires and cords away from the worksurface.

High Pressure Laminate (HPL) - Produced by taking several layers of phenolic resin impregnated kraft paper, overlaid with either a woodgrain or solid color paper and a plastic cap sheet, sandwiched together and pressed in a heat-up and cool-down cycle at approximately 300 degrees F and 1,200 psi.

Terminology



and is then adhered to core board.

Knockdown or KD - The design and engineering of a product so that it can be dismantled for easier maintenance, repair, recovery and reuse of components or materials.

L Unit - Consists of a single pedestal desk with one storage pedestal and a connecting "return," also with one storage pedestal. An L unit is designated "right" or "left" depending on the placement of the return.

Lateral File or Lat - A wide filing cabinet has drawers that extend from the long side of the cabinet.

LEED - Leadership in Energy and Environmental Design. A voluntary nationwide green building rating system developed by the U.S. Green Building Council (USGBC). LEED is a nationally accepted benchmark for design, construction and operation of green buildings. There are four levels of LEED certification for new buildings-Certified, Silver, Gold and Platinum. Certification is based on a point system with points awarded for performance in categories of water, energy, materials, indoor environment, innovation in materials and sustainable sites. www.usgbc.org/leed

Lumbar - The vertebrae section between the thoracic vertebrae and sacrum. The "small" of your back.

Non-Directional Fabric - A fabric which will appear smooth, with no visible pattern.

Overhead - Elevated Storage that is wall mounted.

Pedestals or Peds - Storage components which consist of drawers in various configurations.

Pull - Handle for Drawers and Doors

Pre-Consumer Recycled Content - Left-over or scrap material generated by a manufacturing process that is collected and reused to make new products. An example is fabric scraps from an upholstering process that are used to make automotive insulation.

Rapidly Renewable Materials - Materials that can be harvested within 10 years.

Sheen Level - The degree of luster of the finishing materials, usually topcoats. Coriander Designs uses a 20 sheen finish.

Side Chair - Often referred to as Guest Chair, is a chair used by those who visit an office for the purpose of a meeting or conference.

Solid Surface - is a man-made material composed acrylic or polyester or blend of resins and pigments. Coriander Designs has 9 standard solid surface choices and can work with any standard solid surface available (Corian, WilsonArt Solid Surface, LG HyMacs, Meganite)

U-Shaped Unit- Consists of a desk with a connecting bridge and credenza. The unit is designate right or left depending on the placement of the bridge and peds.

Veneer - Thin sheet of wood sliced or sawn from a log, bolt or flitch. Veneer may be referred to as a ply when assembled into a panel.

VOCs - Volatile Organic Compounds. Materials that are emitted as gases from certain solids or liquids. Consistently found higher indoors, VOCs include a variety of chemicals, some of which may have short- and long-term adverse health effects.

Worksurface - The desk top.