

Dear Studio TK Client,

This guide was prepared to assist you in doing business with us. Thank you for your trust and your support of our brand. We will make every effort to surpass your expectations.

The Studio TK Customer Support Team

Showrooms and Contact Information

1. For your Studio TK sales representative, please contact the Studio TK showroom nearest you or your Studio TK sales representative.
2. For our list of [Showrooms](#)
3. For Studio TK Customer Support please e-mail us at customersupport@studiotk.com or call toll-free 1-855-941-0262.
4. For Studio TK Order Entry, please e-mail us at orderentry@studiotk.com, or call tollfree 1- 855-941-0267.

Pre-Order & Sales Support

1. Marketing Materials:
 - a. Current Studio TK dealers can order finish samples and literature through [TeknionMDC](#) by using their current Studio TK account sign on.
 - b. New Studio TK customers please contact your local Studio TK sales representative or Customer Support customersupport@studiotk.com with your literature or material sample requirements.
2. Account Step Up:
 - a. If you are not yet an authorized Studio TK customer and wish to set up an account, please fill out the [New Customer Form](#) and submit to customersupport@studiotk.com
3. Lead Times
 - a. Lead times for Studio TK products average 8 weeks. For specific product lead time, authorized Studio TK dealers can access weekly posted lead times [Weekly Lead Times](#) or contact customersupport@studiotk.com
4. Technical Assistance / Specials
 - a. Special casegoods product quotations are available through Customer Support at customersupport@studiotk.com
 - b. Submit your request using the [Request for Special Product Quotation Form](#)
5. COM / COL Testing
 - a. Requirements for testing: Studio TK will make every effort to apply COM or COL successfully; however, the final appearance of the selected seating unit will vary depending upon COM or COL construction, yarn content and the form of the seating unit. Studio TK strongly recommends that COM or COL be pre-approved; especially for thin fabrics without backing such as nylon and thick fabrics such as mohair. Fabrics with more than 40 percent silk content will not be accepted. Studio TK reserves the right to reject any COM or COL which in our opinion is unsuitable for application.

- b. Yardage calculations: The COM/COL chart located on the [COM Instructions and Request Form](#) should be used for calculating the additional yardage required.
- c. Studio TK cannot be held responsible for performance, color accuracy, or weaving of COM materials. All responsibility for COM shipments is between the purchaser and the textile source.
- d. Studio TK assumes no responsibility for the flame retardance of any COM. Customers are solely responsible for making sure that COM complies with all applicable codes and regulations.
- e. **All COM/COL shipments must be tagged correctly for Studio TK to match the COM/ COL with the proper order. The Customer is responsible for the shipment of its COM/COL to Studio TK's plant. The fabric must be received at least ten business days before the Estimated Ship Date (ESD) and must be labeled with all the following information:**
 - **Dealer: Name**
 - **TekniPlate Number**
 - **Fabric supplier, description, net yardage (Fabric Name, Color Number, Width, Content)**
 - **Dealer Purchase Order number to Studio TK**
- f. **Please ship your COM/COL to: (Include the option of "Signature Required")**
Studio TK
COM/COL Receiving (*Dealer Purchase Order number to Studio TK*)
3940 U.S. 70 Business Highway West
Clayton, NC 27520
- g. Please submit your request using the [COM Instructions and Request Form](#)

Order Processing & Management

1. Order Entry
 - a. Studio TK requires that all orders be submitted electronically using the Studio TK SIF file or by e-mail to Studio TK Order Entry at orderentry@studiotk.com
 - b. Be sure to include the requested arrival date, call-before instructions, complete shipto address, freight preference and any COM documents
 - c. Any purchase orders with incomplete information will be placed on Edit Hold with written communications sent to the order submitter. No production will occur on any portion of the order until the Edit Hold information is received and issues are resolved.
 - d. The order will be processed based on the longest lead time item, which includes lines with COM/ COL. **An order with COM/COL will be scheduled at time of order receipt. If split shipments are required, a dealer must request this in their Dealer Purchase Order number to Studio TK instructions.**
 - e. Order status can be viewed on [TekstudiOnline](#).
2. Acknowledgements
 - a. If your order is complete and requires no further action, it will be acknowledged 1-2 days after complete order receipt
3. Change Orders
 - a. All change requests are to be submitted to Customer Support customersupport@studiotk.com using the [Change Order](#) Form
 - b. Any order changes or cancellations resulting in additional charges or schedule changes will be advised prior to change order acceptance
4. Order Delay Communications
 - a. While orders are in production, unexpected situations may occur which could result in a shipping delay. Customer Support will communicate as soon as a situation arises. If the delay affects only selected items of the order, the customer will be asked to give direction to hold and ship the order complete or backorder the affected product and have the balance shipped on the

5. Freight/Shipping
 - a. Products shall be shipped F.O.B. point of shipment, freight collect.
 - b. Studio TK reserves the right to split ship orders. Manufacturing facilities may vary.
 - c. Studio TK [Freight Program Terms](#)
 - d. Shipment Tracking Information:
 - Carrier tracking information can be viewed on [TekstudiOnline](#)

6. Studiocare
 - a. The Studio TK authorized dealer is responsible for filing claims with the carrier for loss or damage to the product occurring during transit, excluding concealed damage.
 - b. For concealed damage, shortage, incorrect or defective product, the dealer shall submit a [Claims Form](#) with all the required backup documentation directly to Customer Support at customersupport@studiotk.com within 30 working days after delivery.
 - c. Required documentation to consist of photographs of concealed damage taken prior to complete packaging removal. Failure to provide photographs could result in claim denial.
 - d. Failure by the customer to submit a claim within such time period shall constitute acceptance of the products and waiver of any claims for damages or shortages. Failure to provide proper documentation may result in claim denial.

Please refer to [Studio TK's Warranty](#) for further information.

Product Care

Studio TK upholstery fabrics should occasionally be vacuumed to maintain their quality and appearance.

For cleaning spots and stains, suedes or COM, please consult a professional cleaning service.

Studio TK leather should be dusted along with other furniture. Avoid use of oils, waxes or any other chemicals.

Leather may occasionally be cleaned with a clean, soft, water-dampened cloth.