**Frequently Asked Questions on Remanufactured Furniture**

Q. Does the remanufactured furniture look like “used” product or does it look like new?
A. American Interiors supplies remanufactured Steelcase 9000 and Avenir product. All of the product is thoroughly inspected, broken down, and reassembled to make sure it looks like and functions like new product. Any dents in pedestals, end panels, etc. are taken through a bondo department for repair prior to going through the painting process. In addition, once painted parts are dissembled, they are stripped of existing paint and through a powder coat process. Individual pieces are baked in an oven for 20 minutes at 360° degrees. The paint system used is state of the art, similar to the OEM’s.

Q. What kind of warranty does the University receive with this product?
A. The University receives a lifetime warranty on their remanufactured product from American Interiors.

Q. What about finishes? Can you get the discontinued paint finishes that we use to get from Steelcase?
A. Yes, American Interior offers over 40 Steelcase colors. American Interior stocks both the newer paints (metallics and textures), and a majority of the older colors. If your color is not stocked, in most instances, American Interior can match to your existing color.

Q. What about fabrics and laminates? What kind of matches are available?
A. American Interiors has several exact matches in both fabrics and laminates. In those other instances, with your approval, they will try to find something close to your original finishes.

Q. What if your fabric and laminate match are not close enough and I need the exact Steelcase finishes?
A. Provided neither the fabric nor laminate have not been discontinued, American Interiors can secure the original matches. However, because these are proprietary goods, there will be an up charge to your order.

Q. What about the original Steelcase 9000 pedestal? Now that Steelcase has discontinued manufacturing these items are they available?
A. Yes, American Interiors currently has both ¾” and full height pedestals in 20”, 25”, and 30” deep.

Q. What are the lead times?
A. Typical lead times are 15-20 business days from receipt of order.

Q. Is American Interiors UL approved?
A. Yes, American Interiors has been through the UL approval process and continues to get updated every 90 days.

Q. Has American Interiors provided product to University customers?
A. Yes, American Interiors has recently provided remanufactured furniture to University of Michigan M-Care. American Interiors supplied 82 workstations, which consisted of remanufactured product from American Interiors stock, as well as, remanufacturing M-Care’s existing product.

Q. What other services are offered?
A. American Interior offers banking/buyback programs, product exchange of product, inventory asset management services, and furniture contract cleaning. For the recent M-Care project, the buyback program was used. Please consult Vicky Schwab or Steve Essig to learn more about all of the above programs.

Q. How do we contact American Interiors?
A. Please feel free to call 1-888-535-1808 and ask for Vicky Schwab. She is American Interior’s dedicated representative for the University of Michigan.

Q. Do you have references for other University of Michigan projects that you have done?
A. Yes, University of Michigan Scup, Alumni Center, Rackham Graduate School, WUOM Michigan radio, and Palmer Drive Development.

Q. The University has a commitment to supporting environmentally responsible companies. How does American Interiors measure up?
A. Using remanufactured furniture from American Interiors, is an excellent way to talk about how the University supports “Green” issues. By remanufacturing 40 cubicles, one tractor trailer load of furniture is prevented from going to a landfill. The powder coat process is completely safe for the environment as it does not contain any VOC’s. If the University has Leed’s buildings, this would be one way to help meet these goals.