



In the manufacture of fine wood furniture for some of the world's most demanding clients, Gunlocke has stayed focused on everything a private office legal client needs to succeed: design, functionality, delivery, quality and value.

Gunlocke is deeply committed to providing our customers with a stream-lined, easy to do business with approach to buying office furniture. From idea inception through installation, our team of highly trained members are dedicated to providing flawless delivery and customer satisfaction at every step. Our long history proves that our products are designed and manufactured to withstand trends and retain value over time.

GUNLOCKE CUSTOMERS

- Baker Daniels
- Clark Hill
- Greenberg Traurig
- Jones Day
- Miller Canfield
- Nixon Peabody
- Pepper Hamilton
- Squire Sanders
- Stinson Morrison Hecker
- Tucker Ellis
- Wilcox Savage

We understand there's more to purchasing law office furniture than meets the eye.

PRIVACY AND COLLABORATION

A changing workplace requires furniture that supports new ways of working, balancing the needs of the office with the needs of individual workers. We provide you with furniture that accommodates private/confidential work, while offering collaborative features for occasions that require teamwork.

DESIGN DEPTH

Workplace furnishings reflect the image of your firm. We know there is something to be said for a professional, sophisticated aesthetic that is carried through an entire office. Substantial presence, high-end fit and finish, and warmth of materials are all qualities our furniture can bring to your space, from private offices to support areas.

FLEXIBILITY

Whether furnishing new offices or renovating existing ones, we can offer you furniture solutions that optimize your work environment. As technology enables people to do more with less desk, our furniture balances the need for physical storage while integrating flexible features for the digital world.



CORE CAPABILITIES

The Gunlocke Advantage

CUSTOM CAPABILITIES

Whether you need to change a dimension, shape, specie or start with a new design, our Custom Capabilities Department can meet your needs. Comprised of the Bid Quote department and Tailored Engineering group, this team of experts is here to accommodate you when something other than standard product is required to meet customer expectations.

TAILORED TO MEET YOUR NEEDS

- Dedicated engineering
- Quotes and pricing completed in 24-48 hours
- Orders are placed and produced with standard products
- Full 12 year warranty on workmanship
- Fully engineered product can be reordered

CUSTOMER SERVICE

At Gunlocke, we strive for 100 percent satisfaction. An integral part of the factory support system is the Customer Service team. This department supports and compliments our local efforts. Customer service representatives enter orders and provide information about the order, product, and company from origination through final destination.

Our customer service department is based at our Wayland headquarters. The mission of this group is... "Make it easy to do business with The Gunlocke Company." This group is comprised of dedicated members whose experience totals over 160 years of service to Gunlocke. Represented in those years is a wealth of product, process, specification and service experience. These members assist our local efforts to ensure you are getting what you think you are satisfied, 100 percent of the time.



FIELD SERVICE ENGINEERING

Our Field Service Engineering Team is a valued resource to each of our clients. Providing on-site support for key installations, they ensure flawless delivery and customer satisfaction. Moreover, this highly skilled network of field service engineers also assists local Gunlocke efforts with customer satisfaction calls by turning each problem into a resolution. Calls are taken, reports created, and disposition is many times handled in the same phone call. This value-added service underscores Gunlocke's commitment to quality by providing continued support even after the project installation.

PROJECT MANAGEMENT

All aspects of large orders are worked on by a single point of contact (Project Manager) who is responsible for coordinating with necessary resources throughout all phases of the order fulfillment process. This minimizes the opportunity for errors resulting from a handoff. The Project Manager is accountable for quality inspection through each phase of the order fulfillment process and identifying any discrepancies at an early stage, encouraging proactive corrective measures, thus minimizing cost and delays. Gunlocke Project Management works very closely with our client and dealer partners on all projects to ensure a successful project execution from initial design phase through final punch-list resolution.