

INTERIOR DESIGN AFFILIATE

FAQ

IDA members should verify with their participating Design Center regarding the particulars of all responses provided herein.

Membership

Can I share my membership?

No. Membership is a privilege and is not transferable. Your card may only be used for purchases by your clients at participating Ethan Allen Design Centers, and only if the membership is in effect at the time of purchase.

What is my referral fee on a purchase?

You shall receive an Affiliate Referral Fee equal to 7% of the amount of the purchase, net of taxes or ancillary charges. If the total of all referred client purchases exceeds \$100,000 annually from the date of membership, your member referral fee shall increase to 10% for the amount in excess of \$100,000, net of taxes or ancillary charges.

When do I receive my referral fee?

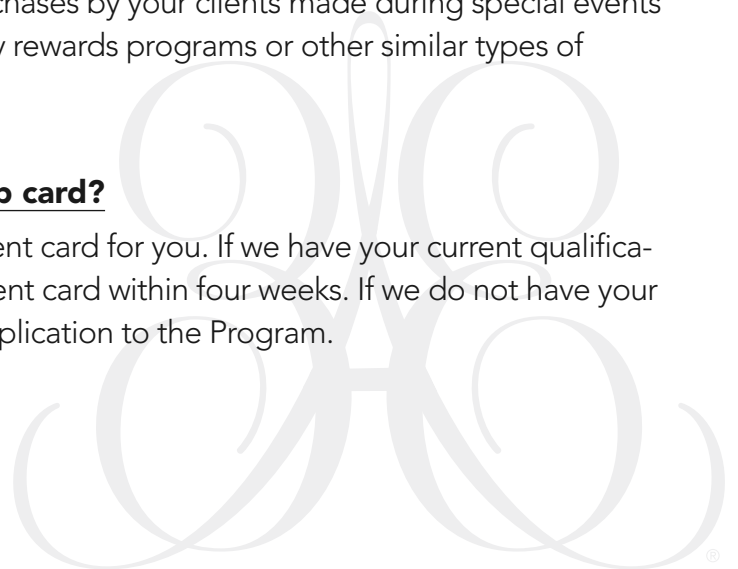
Affiliate Referral Fees shall not be due unless the products purchased have been delivered, accepted, and paid for by the Referred Customer, and you have provided your membership number to the Ethan Allen Design Center prior to the point of sale. Ethan Allen shall pay the Affiliate Referral Fee to you within fifteen days after the end of each month following delivery of any items ordered, subject to adjustments for cancelled orders or product returns.

Do I get credit for clearance or other promotional item sales?

No. Your membership card may not be used for purchases by your clients made during special events such as warehouse or clearance sales, or through any rewards programs or other similar types of events in Ethan Allen's sole discretion.

What happens if I lose or misplace my membership card?

Your Design Center contact can request a replacement card for you. If we have your current qualification documents on file, we will issue you a replacement card within four weeks. If we do not have your information on file, you will need to submit a new application to the Program.



Orders & Pricing

Do I process and administer the orders my clients place at Ethan Allen?

No. You will work with your Design Center contact who will provide you with quotes, input all sales, and provide all the information you need about existing orders to you or your client. One of the greatest benefits of this program is that we quote and process every order, oversee production of all items purchased, and provide professional delivery and customer service to your clients. Every product we sell to a referred client has our full backing and support, including our warranties.

How do I pay for my order?

For your convenience, we accept Visa, MasterCard, American Express, Ethan Allen Finance Plus Card, and cash. Personal checks are accepted for deposits and CODs, provided checks clear prior to delivery. The party initiating the sale (sold to) and providing the deposit must sign the sales invoice and authorization to charge, and will be the responsible party under the sales invoice.

Can my clients place orders if my application for membership has yet to be processed by the company?

An order may be placed for your client during the time when your membership is being processed by the company. All payments of referral fees are contingent upon acceptance to and good standing in the Program.

May I or one of my clients place an order over the phone?

Yes. Orders may be placed over the phone. You or your client must supply the valid membership number at the time of purchase. Copies of the sales invoice will be sent to you and your client. The party initiating the sale (sold to) and providing the deposit must sign the sales invoice and authorization to charge, and will be the responsible party under the sales invoice. You must also initial the sales invoice acknowledging the use of your membership for the purchase. Upon receipt of the signed sales invoice and authorization to charge, the order will be processed.

Can I set my own prices with my clients for items purchased at Ethan Allen?

All sales quotes and invoices you or your clients receive from Ethan Allen will list the current retail prices in effect for all products listed at the authorized Ethan Allen Design Center where the purchase was made. We are not able to modify our sales quotes or invoices per any member's request.



Delivery & Administration

How long will it take a client to receive an order?

Estimated delivery dates differ for various products. Your Design Center contact will be able to provide estimated delivery dates for all products ordered to either you or your client within five days of purchase. Updates will be provided as necessary or requested.

If my client takes delivery of their products on multiple dates, how is my referral fee calculated and paid out?

All referral fees will be paid to you within fifteen days after the end of each month following delivery of the items ordered, subject to adjustments for cancelled orders or product returns. Should multiple deliveries for any order occur within the same month, the referral fees for all deliveries in that month will be calculated and paid at one time. Should multiple deliveries for any order occur within two or more distinct months, the referral fee at the end of each month will be calculated upon only the items of any order that were paid for and received by the client during the previous month.

Will you ship product internationally?

No. We can ship any items ordered to the shipping company or location requested within the continental United States for transfer overseas, but you or your client must arrange for international shipping from the U.S.

Do I have to be present when one of my clients makes a purchase in order to qualify for the Affiliate Referral Fee?

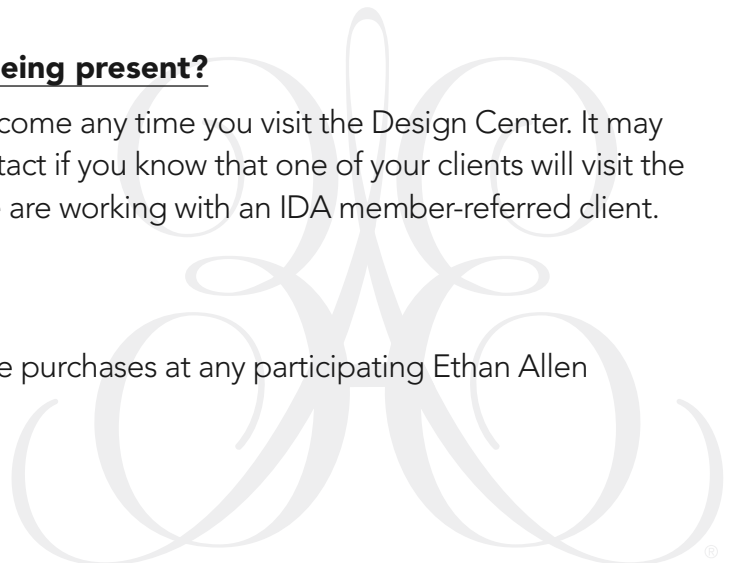
Not necessarily. Although it may be a best business practice for you to be present whenever a referred client makes a purchase, you are not required to be present at the time of purchase. You must, however, coordinate a buying appointment between your client and the Ethan Allen Design Center. You must supply your Design Center contact with the client's product quotes and your membership number for the purchase to be eligible. The party initiating the sale (sold to) and providing the deposit must sign the sales invoice and authorization to charge, and will be the responsible party under the sales invoice.

Can I send a client in to look at product without being present?

Of course. We want you and your clients to feel welcome any time you visit the Design Center. It may be wise, however, to inform your Design Center contact if you know that one of your clients will visit the Design Center. This will ensure that we are aware we are working with an IDA member-referred client.

Does it matter which Design Center I work with?

For your convenience, you or your clients may initiate purchases at any participating Ethan Allen Design Center.



Product Information

Can I borrow samples from the Design Center?

Should you need to bring certain samples to a client's home for approval, you may borrow them, but we ask that you return them upon completion of the call and do not leave the samples in the client's home. You must complete and sign a sign-out sheet for all samples you borrow. Whenever possible, we prefer to order sample swatches for our clients and prefer that you do as well.

Will Ethan Allen ship memo samples (e.g., fabric, wallpaper) to a client for me?

Yes. If you provide address information for your clients, we will be glad to ship memo samples to them for you. We ask that memo samples from COF, custom drapery, and wallpaper sample books be returned within thirty days.

Do you accept COM (customer's own material) for upholstery orders?

No. We can not accept COM (customer's own material) for any upholstery or custom soft goods orders. We can, however, order items in muslin if you or your client wish to use a local upholsterer. Be aware that this would void the warranty.

