

# INTERIOR DESIGN AFFILIATE

## FAQ

Interior Design Affiliate (IDA) members should verify the particulars of all responses provided herein with their participating Design Center.

## Membership

### **Can I share my membership?**

No. Membership is a privilege and is not transferable. The membership card may only be used at a participating Ethan Allen Design Center for your clients' purchases—and only if your membership is current at 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 (year to be measured annually from membership start date), 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?**

The Affiliate Referral Fee shall not be due unless and until the products purchased have been delivered, accepted, and paid for by the referred client, and you must have provided the Ethan Allen Design Center your membership number prior to the time of purchase. Ethan Allen shall issue the Affiliate Referral Fee on or around the 15th of the month following the month of delivery, subject to adjustments for canceled orders, product returns, or accommodations.

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

Your membership card may not be used for purchases made during certain special events—such as warehouse or clearance sales—or through any rewards programs or other similar types of events, at Ethan Allen's sole discretion.

### **What happens if my membership card is lost or stolen?**

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 current qualification documents on file, you will need to submit a new IDA Program application.

### **Can I apply for the IDA Program if I have recently been employed by Ethan Allen?**

If you were previously employed by Ethan Allen Retail, Inc., or Ethan Allen Canada, Inc., you are eligible for membership 12 months after leaving the company in good standing.

# 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 client orders. 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.

## **Can I place IDA orders in my own name?**

If you place an order in your own name, instead of your client's name, this would be considered a personal purchase and would not qualify for an Affiliate Referral Fee. If you would like to place an order on your client's behalf, your client's name should be the "Sold To" on the order so they can receive the same benefits all Ethan Allen clients do, including customer service and warranties.

The IDA program is a referral fee program, not a discount or resale program for the trade.

## **How is order payment processed?**

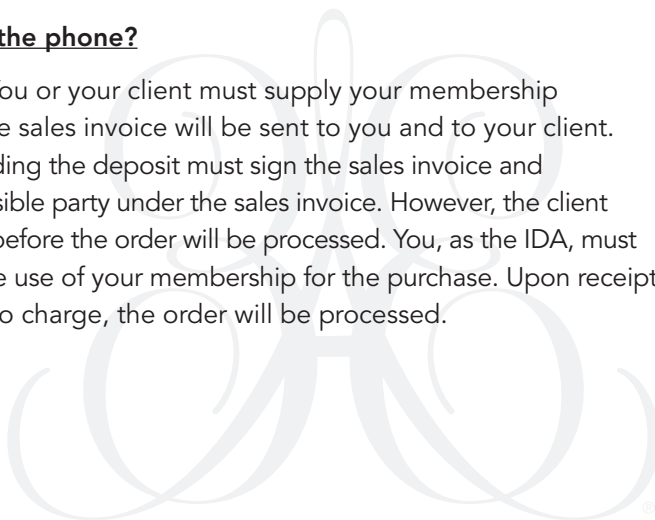
For your client's convenience, we accept Visa, MasterCard, American Express (in select Design Centers), Ethan Allen Finance Plus Card, and cash. Personal checks are accepted for deposits and for CODs, provided checks clear prior to delivery. The party initiating the sale (sold to) and providing the deposit 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 Affiliate 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 your membership number at the time of purchase. Copies of the sales invoice will be sent to you and to 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. However, the client must sign off on the order and make payment before the order will be processed. You, as the IDA, 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.

**Do IDA orders qualify for tax exemption?**

IDA purchases do not qualify for tax exemption, unless the referred client has his/her own tax exempt certificate. An IDA member's tax exempt certificate cannot be used by referred clients.

## 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 Affiliate Referral Fee calculated and paid?**

All Affiliate Referral Fees will be paid to you on or around the 15th of the month following the month of delivery of the items ordered, subject to adjustments for canceled orders, product returns, or accommodations. 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 for only the items of any order that were paid for and received by the client during the previous month.

**Will you ship products internationally?**

No. We can only ship items to the shipping company or to addresses serviced within the continental United States or Canada for transfer overseas. You or your client must arrange for international shipping from the United States.

**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 qualify. 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, as the IDA, must also initial the sales invoice, acknowledging the use of your membership for the purchase.

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

Of course. We want you and your clients to feel welcome anytime 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 know 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. However, we ask that you return them upon completion of the home call and 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 this as well. A fee may be charged if samples are not returned.

**Will Ethan Allen ship memo samples, e.g., fabric or 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 30 days. A fee may be charged if samples are not returned.

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

No. We cannot accept COM 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.

