



January, 2010

## Sales Terms:

Ideaitalia has been growing and changing since 2006. Over the past 5 years we have been shipping an average of 100,000 bedrooms annually throughout the US and Canada. Our quality, style and price make Ideaitalia Furniture a great value.

Over the years we have been developing and improving our skus as well as our packaging and quality processes, ending up with overall returns and defects expenses of less than 1% of the volume shipped.

Rough edgebanding, drawers rubbing against each other or against top/bottom, flaws and/or inconsistency in the finish, warping and twisting of panels are among the most common complaints that we would consider legitimate manufacturing defects. Ideaitalia, after verbal/written approval from our customer service, will pick up and exchange at no charge any sku that falls into the above manufacturing defect category.

We welcome the pre-inspection of new product to analyze and discuss quality standards and packaging with our customers prior to shipping in volume.

Ideaitalia has added labor to each assembly line to touch up, clean and fine tune each piece, achieving and maintaining a standard of quality. All pieces go through the same assembly and quality control process and are therefore consistent with the pre-inspected production samples. It has been our firm policy to deny touch up, preparing or minor repair fees. If our customers feel that our standards do not comply with their expectations, they should not buy our products.

Ideaitalia runs extensive testing on finished product, to determine the best materials and design packaging. Multiple drop testing and triple stacking are performed before the product is shipped to customers, therefore Ideaitalia declines any responsibility for damages that are handling related, such as crushed corners, broken mirror plates, "busted" panels etc....

The majority of Ideaitalia's skus come fully assembled, however some assembly might be required for beds, dresser mirrors etc... All the above mentioned skus come with detailed assembly instructions, that need to be read and understood before proceeding with the assembly of Ideaitalia's product. Not following the proper assembly sequences or applying the wrong hardware to the case pieces such as proper length of the bolts, might result in damages that will not be allowed as manufacturing defects.

All Ideaitalia products come with a limited warranty of one year for manufacturing defects.