

**From:** [REDACTED] <[REDACTED]>  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** Daphne Wallace <[REDACTED]>, Bella Klein <[REDACTED]>, Richard Kahn <[REDACTED]>  
**Subject:** Re: Welcome to RH-Trade program!  
**Date:** Tue, 24 Sep 2013 22:38:12 +0000

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Yae!!! That is fantastic! Good job!

Sent from my iPhone

On Sep 24, 2013, at 6:29 PM, [REDACTED] <[REDACTED]> wrote:

----- Forwarded message -----

**From:** Restoration Hardware Trade Customer Service <[REDACTED]>  
**Date:** Tue, Sep 24, 2013 at 5:48 PM  
**Subject:** Welcome to RH-Trade program!  
**To:** [REDACTED]

Dear [REDACTED],

Welcome to RH Contract. As a division of Restoration Hardware, RH Contract provides tailored products and services to the hospitality, commercial and multi-residential marketplace from one of the fastest growing and most innovative luxury brands.

We are pleased to welcome: SLK Design LLC  
RH Contract Membership #: 201309069502

We'd like to take this opportunity to introduce you to RH Contract.

#### WHAT WE STAND FOR

##### **COMMERCIAL GRADE PRODUCT**

Given our exacting standards, high-grade materials and rock solid construction methodology and fabrication techniques, the vast majority of product we sell already meets commercial standards. In addition, many items can be specified to contain specific fire-rated fabrics and foam to address commercial fire-rating requirements. Plumbing fixtures are manufactured to address lead-free requirements. All lighting is UL/CSA rated and approved. Some items sold in our retail Galleries are intended for use solely in residential environments – we know precisely which items these are, and we will advise you against using them for commercial uses.

##### **SINGLE-SOURCE SUPPLIER**

RH is absolutely unique in the industry in that we offer the broadest range of product categories. RH Contract can be your partner, offering the simplicity of single-source supply.

##### **PROVEN TRACK RECORD | INSTALLATIONS**

For six years the RH Contract team has been supplying high quality product to global contract projects. We have worked with the leading global hotel brands, large-scale developers and an impressive portfolio of commercial clients. If you are interested in seeing more information on our installation

portfolio, please let us know.

## **BROAD CONTRACT PRODUCT OFFERING**

We are committed to supporting your business. Our RH Contract team will work with you to find the best solution for your large-scale projects, often tailoring products and delivery options to meet your requirements. Product categories we frequently sell to Contract customers include:

- Outdoor Furniture
- Indoor and Outdoor Lighting
- Commercial Grade Upholstered Furniture
- Guest Room Furniture
- Bath Hardware, Accessories and Lighting
- Bath Furniture and Vanities
- Kitchen and Bathroom Cabinet Hardware

Whether you are working on a new build, major renovation or need items to support your capital expenditure projects, our RH Contract sales team welcomes the opportunity to work with you.

## **EXCEPTIONAL DESIGN | OUTSTANDING QUALITY | UNPRECEDENTED VALUE**

We leverage our strengths as a lifestyle leader to offer our Contract customers beautifully designed, outstanding quality products for production prices. Our culture of innovation, superior product development capabilities, integrated multi-channel infrastructure and significant scale enable us to offer what we believe is an unmatched combination of design, quality and value.

## **EXPERIENCED CONTRACT PROJECT MANAGEMENT**

As an RH Contract customer, you'll enjoy special buying privileges, competitive project-based discounts and personalized service through our dedicated project management and sales teams. All members of our team have experience working in the hospitality and commercial segment and understand the special dynamics and challenges of projects within this industry. We are open to partnering with your company to develop unique, project-based programs and deliver creative solutions to make your project a success.

## **PRODUCT SUPPLY | CONTRACT PRICING**

In working directly with the RH Contract sales team, the following pricing program is uniquely offered to the members of the RH Contract Program.

- **Special Orders:** We are able to offer our best discounts to customers who order in bulk. We determine our pricing on a project-by-project basis. Depending on the product and quantity you require, our special order pricing can be anywhere from a 30%-60% discount. Our lead-time for special orders is approximately 120 days.
- **Express Ship:** While our RH Contract lead time for delivering most special order products is 120 days, we realize that RH Contract customers need products more urgently for certain projects. We have a core range of Express Ship products in stock at all times that can be delivered to your project within 1-2 weeks. Our quick-ship products are typically offered at a 25-40% discount.
- **Core Inventory:** The Contract discount is also available for our core inventory of product. The minimum discount that will be offered to Contract customers is 20%.

To learn more about the RH Contract Program, discuss your project needs, talk to us about how we can support your large-scale project or request a quote, contact your regional RH Contract representative:

### **CONTACTS**

Northwest | Northern California | [REDACTED]  
Jerry Huettman [REDACTED]

Southern California | Hawaii | MX | [REDACTED]  
Angela King [REDACTED]

Southwest | [REDACTED]  
Harsha Bhatt | [REDACTED]

Northeast | [REDACTED]  
Josie Driscoll | [REDACTED]

New England | [REDACTED]  
Renee Valega | [REDACTED]

Mid-Atlantic | [REDACTED]  
Lisa Aliano | [REDACTED]

Southeast | Caribbean | [REDACTED]  
Angela Eubanks | [REDACTED]

Midwest | [REDACTED]  
Andrea Sims | [REDACTED]

South Central | [REDACTED]  
Jill Panzer | [REDACTED]

Canada | [REDACTED]  
Tom Freeman | [REDACTED]

Special Projects | [REDACTED]  
Malisa Jackson | [REDACTED]

Thank you for your interest in RH Contract. We're looking forward to working with you.

Kind Regards,

Jeff Bullied  
Vice President, RH Contract

The Restoration Hardware Contract Team  
[REDACTED]  
[REDACTED]