



RESTORATION HARDWARE

August 15, 2014

Dear Valued Vendor,

I am writing to tell you about a change to the Restoration Hardware product-testing program. The RH product-testing program today includes two RH-approved testing partners; **Bureau Veritas** and **SGS**. After many months of preparation, we are now able to expand the family of RH-approved testing partners to include **MTS**, **Intertek** and **Insight Labs**. We're strong believers in competition and we intend for all of our testing partners to compete for your business, on cost, speed and service.

When RH is paying for the testing and/or when RH is required by law to issue a certificate of conformity for the product, RH may direct testing to be done at a particular lab. Otherwise, the choice of which RH testing partner to use is yours to make, provided they have the necessary accreditations, capability and capacity to test the product. Each RH-approved testing partner and their various lab locations have different accreditations, capabilities and capacities. Also, bare in mind, only accredited and CPSC-approved labs can test children's products. To learn more about the accreditations, capabilities and capacities of the new RH-approved testing partners, check out the links and contacts in Appendix A, below. When speaking with the labs, be sure to identify yourself as a RH vendor to take advantage of the special testing rates our partners are offering.

Further details on the RH product testing program can be found in the [RH Vendor Operations Manual, Chapter 8](#), including test request forms and testing protocols. If you have any questions about this change or any other questions related to the RH product-testing program, please contact us at [Compliance@RH.com](mailto:Compliance@RH.com).

Thank you for your partnership.

Best Regards,

A handwritten signature in black ink, appearing to read 'Kyle Holifield'.

Kyle Holifield  
Vice President  
Compliance, Product Integrity & Social Responsibility  
Restoration Hardware

## Appendix A

Testing Partner	Contacts	
Modern Testing Services (MTS) <a href="http://www.mts-global.com">www.mts-global.com</a>	USA and other locations	Norann Warner/Hojun Park 244 Liberty Street, Unit 1-2 Brockton, MA 02301 Tel: 508.638.1793 Fax: 508.638.1759 <a href="mailto:Norann.Warner@mtsus.com">Norann.Warner@mtsus.com</a> <a href="mailto:Hojun.Park@mtsus.com">Hojun.Park@mtsus.com</a>
	China	Louisa Huang Modern Testing Services (Dongguan) Limited No.76, Liang Ping Lu, Xin Jiu Wei Cun, Liaobu, Dongguan, China Tel : (86) 769-8112 0818 ext. 805 Fax : (86) 769-8112 0815 <a href="mailto:lhuanq@mts-china.com">lhuanq@mts-china.com</a>
	India	Sanjib Kumar Sinha B106, Sector 63, Noida, NCR-Delhi, UP 201010 Tel: 0120-4210280 Mobile: +91 9810288976 <a href="mailto:Sanjib.sinha@mts-india.com">Sanjib.sinha@mts-india.com</a>
Intertek (ITS) <a href="http://www.intertek.com">www.intertek.com</a>	USA	Tony Migliavacca Intertek Louisville, Kentucky USA Mobile: 1-908-463-6440 <a href="mailto:tony.migliavacca@intertek.com">tony.migliavacca@intertek.com</a>
	China	Paula Tam Intertek Shenzhen, China Tel: (86) 755-2602 0062 Mobile: (86) 139-2379 9435 <a href="mailto:paula.tam@intertek.com">paula.tam@intertek.com</a>
Insight Laboratories <a href="http://www.insightlabs.com">www.insightlabs.com</a>	Hong Kong, China, Singapore	John Sullivan Insight Laboratories Business Development Manager 21 Lakeview Avenue Lakeville, CT 06039 Tel: 860-435-1477 Mobile: 203-733-7812 <a href="mailto:jsullivan@insightlabs.com">jsullivan@insightlabs.com</a>