

Ethan Allen Preferred Partner Program FAQ

Ethan Allen Preferred Partner Program members should verify the particulars of all responses herein with their participating Design Center.

Membership

What do I need to submit to become a member of the Ethan Allen Preferred Partner Program?

You are required to complete the Ethan Allen Preferred Partner Program application. Along with your application, you will be asked to supply a copy of your valid business license (and your National Association of Realtors (NAR) membership if you are a Realtor) and a business card.

Will I need to renew my membership periodically?

No. There is no need to renew your membership. We reserve the right to alter or cancel the program or the Terms and Conditions thereof at any time. If we do so, we'll post any information to ethanallen.com/preferredpartner

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 referred client's purchases – and only if your membership is current at the time of purchase.

Can we apply for a company-wide membership?

No. Company-wide or group memberships will not be granted.

Can I apply for the Ethan Allen Preferred Partner 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.

What should I do if my membership card is lost or stolen?

Your Design Center contact may request a replacement card for you. If your current qualification documents are on file, we'll issue you a replacement card within four weeks. If your current qualification documents are not on file, you'll need to submit a new application to the program.

What is my referral fee on a purchase?

You'll receive either a referral Fee or a savings certificate equal to 2% of the amount of a referred client's initial purchase, net of taxes or ancillary charges. An initial purchase is defined as any order placed within 30 days of first referred client order. Additional purchases any referred client may make at a future date, unrelated to the realtor referral will not be eligible for a referral Fee.

For example: A member refers a client to the Design Center and the client is presented with a design plan for a defined project with a cost estimate of \$20,000. If the client purchases the entire project as presented and places the order within 30 days of being referred by the member, the referral fee is equal to 2% of \$20,000 or \$400, net of taxes or ancillary charges.

What is my referral fee if the client I refer purchases a defined design project in phases?

If a design plan for a defined project directly related to the referral is presented and the client chooses to purchase the plan over the course of two or more phases within the active referral period -- 30 days from the referral date, the member is eligible to receive the referral fee equal to 2% of the entire project purchased over those phases.

For example: The referred client purchases \$10,000 on the 15th of the month and another \$7,500 on the 30th of the month which completes the purchase of the design plan as recommended by the design consultant/Design Center within the initial 30 days following the client referral. The member will receive 2% of \$17,500 (the total of both purchases) or \$350, less any taxes or ancillary charges.

When do I receive my referral fee or savings certificates?

The referral fee shall not be due unless and until the products purchased have been delivered, accepted and paid for by the referred client. Also, in order to receive the referral, you provide and ensure your membership number is assigned to the client's sales order. Ethan Allen will issue the referral fee or savings certificates on or around the 15th of the month following the month of delivery, subject to adjustments for cancelled orders, product returns or accommodations.

How long will I receive referral fees from purchases clients I refer make?

The referral fee earned by the member is valid only for the initial purchase made by the referred client. The initial purchase is any order placed within 30 days of first referred client order. Additional purchases made by previously referred clients following the 30-day active referral period are considered to be the result of client development efforts of Ethan Allen and its associates.

Is the referral eligible if the client I wish to refer informs me they've made purchases at Ethan Allen in the past?

Yes. Prior purchases made at an Ethan Allen Design Center or via ethanallen.com do not invalidate the referral. The client must be referred for a new purchase by the member and that purchase must be completed during the active referral period, within 30 days of the referral date.

How do I make sure I get credit for the sales placed by clients I refer to Ethan Allen?

You must be certain to communicate to the clients you refer that it is CRITICAL for them to alert their design consultant (as well as any member of management at the Design Center they interact with) that they are a referred client and to provide your member number so that it may be included on all necessary sales orders at the time of purchase.

It is the responsibility of both the member and the design staff they interact with at Ethan Allen to establish a cooperative and

mutually beneficial business relationship. Both parties must share necessary client or project development information in order to ensure realtor referral fees are assessed appropriately.

Orders

Can a referred client place an order if my application for membership has yet to be processed by the company?

An order may be placed for a referred client during the time when your membership is being processed by the company. Upon receipt of your membership number, verify that the Design Center has updated the sales record to include the applicable membership number. All payments of referral fees are contingent upon acceptance to and good standing in the Program.

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

Yes. Orders may be placed over the phone. Your client must supply your valid membership number at the time of purchase to ensure you receive credit for the referral. 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.

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

No. Your membership card may not be used for purchases made during certain special events – such as warehouse or clearance sales – or through any rewards program or other similar types of events, at Ethan Allen's sole discretion.

Delivery & Administration

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

Estimated delivery time differs for various products. Your Design Center contact will be able to provide estimated delivery dates for all products ordered to your client referral within five days of

purchase. Updates will be provided to the client 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 around the 15th day of the month following the month of delivery for the items ordered, subject to adjustments for cancelled orders, product returns or accommodations. Should multiple deliveries for any order occur within the same month, the referral fees for all deliveries in the month, the referral fee for 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.

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

No, you are not required to be present at the time of purchase. You must, however, ensure your Ethan Allen contact (design consultant and/or member of Design Center management) is aware your referred client will be stopping in so that the Design Center staff can coordinate the visit to further enhance our superior personal service and ensure you receive referral credit on any eligible sales transactions.

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. Your client must arrange for international shipping from the United States.

Does it matter which Design Center a referred client works with?

For their convenience, your client may initiate purchases at any participating Ethan Allen Design Center. The referred client must provide your membership number to the associate processing their order at the time of sale.