



R O D O L P H

FAQ - Frequently asked Questions:

Why should I register now?

- No other website offers a designing opportunity that will save up to 10 projects, each with 10 individual schemes.
- Once registered and logged in, your work is password protected to return to.
- A "Promotional Savings" for Design Professionals of up to \$200 is available through January 2011 (restrictions apply)
- Only after registration will you have access to specially priced fabrics.
- Only registered Design Professionals may make sample requests and stock inquiries, which are saved in your Message Center.

I'm a Design Professional, what tools does your website provide to help me work with my clients?

- Our online fabric catalog enables you, or your client, to browse and select RODOLPH products from any location, saving time and allowing for more flexible schedules.
- Develop multiple schemes or storyboard options to share with your customer.
- Utilize Virtual Meeting technology and receive customer feedback to expedite a project.
- This website aids in storing, organizing, and distributing project and scheme ideas, allowing the designer to spend additional time consulting with a client.

I am a potential client, and in search of a good designer, can you help me?

- Yes, we wish to assist you in this process. Please register as a consumer and fill out the questionnaire.

PROJECTS & SCHEMES

How do I sort my schemes and projects?

- Projects and schemes are automatically alphabetized.
- If you desire a different order, you can number your schemes from 0-9, followed by a name or description.

How do I copy a fabric pattern from one scheme into another?

- In the project column, select the scheme you wish to copy the fabrics into. It will appear in the storyboard (center of screen).
- Drag and drop the fabric from your other schemes into the storyboard.

How do I request samples from multiple schemes at one time?

- Create a single scheme called "sample requests" for each project, and using the technique above, copy your desired fabrics into that scheme.

SHARING STORYBOARDS

How do I share a storyboard presentation with a client?

- To send via email, begin by clicking the envelope icon in the top-right corner of the project bar.
- To share your screen and converse with your client in real-time, access GotoMeeting under the heading Virtual Meeting in the Resource menu.

When I send a storyboard to a client, what will they receive?

- When sending the storyboard, you are given a variety of display options. Depending on what you select, your client can receive a PDF presentation with:
 - A personalized header
 - Your notes pertaining to the overall project
 - Individual fabric comments and pricing as warranted

How do I revise my design profile?

- Send an email to info@rodolph.com with the subject line "Profile change" and explain what you would like revised.

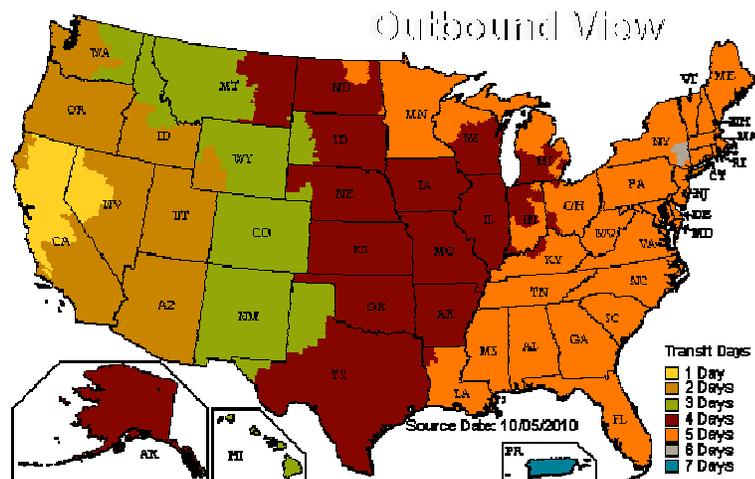
SHIPPING

Does RODOLPH ship samples internationally?

- Yes, RODOLPH will ship samples internationally, although there is an additional cost and delivery times will vary.

How long does it take for samples to ship?

- For design professionals, sample requests are shipped from the representatives, within 2 business days, and should arrive within 2 more business days. For new introduction sample requests, these are sent from RODOLPH Headquarters and can take an average of 2 - 6 days depending upon your location. Please note the map below.



SPECIAL PRICING

Will fabrics from different dye lots match?

- Color or texture will typically vary. Having said this, in some cases it is possible to use two dye lots together. Fabric on the back of a sofa or draperies on a side wall will naturally garner different light, mitigating a dye lot difference. Please inquire for more information regarding a specific flower.

What is the difference between the options for a Minimum Reorder and Limited to Stock on Hand?

- Fabrics available for a minimum reorder can be purchased for the "Lot" price at the minimum quantity listed.
- Fabrics, limited to Stock on Hand, typically are discounted to prices below reorder cost. If you are interested in ordering more of this fabric please inquire for specifics.

CANCELLATIONS AND RETURNS

If necessary, how do I return merchandise?

- Returned merchandise will not be accepted without prior approval from RODOLPH. Please note our Sales Policy for detail.
- Special orders and fabric cuts of less than 6 yards are not returnable.
- Fabric is returned for credit only.
- When approved, a restocking fee may apply unless the fabric is deemed to be flawed prior to shipping.
- Requests for returns must be submitted, in writing, no more than two weeks from receipt of goods.
- Returned materials must be uncut and in original condition. All flaws must be marked only at the selvage edge with a yarn or small removable tape. At no time should a marking of any type be placed directly on the surface of the fabric

999 WEST SPAIN STREET ▪ SONOMA ▪ CALIFORNIA 95476 ▪ USA
TEL 707.935.0316 ▪ FAX 707.935.0190 ▪ WWW.RODOLPH.COM