

RH



PRODUCT TESTING
FOR VENDORS

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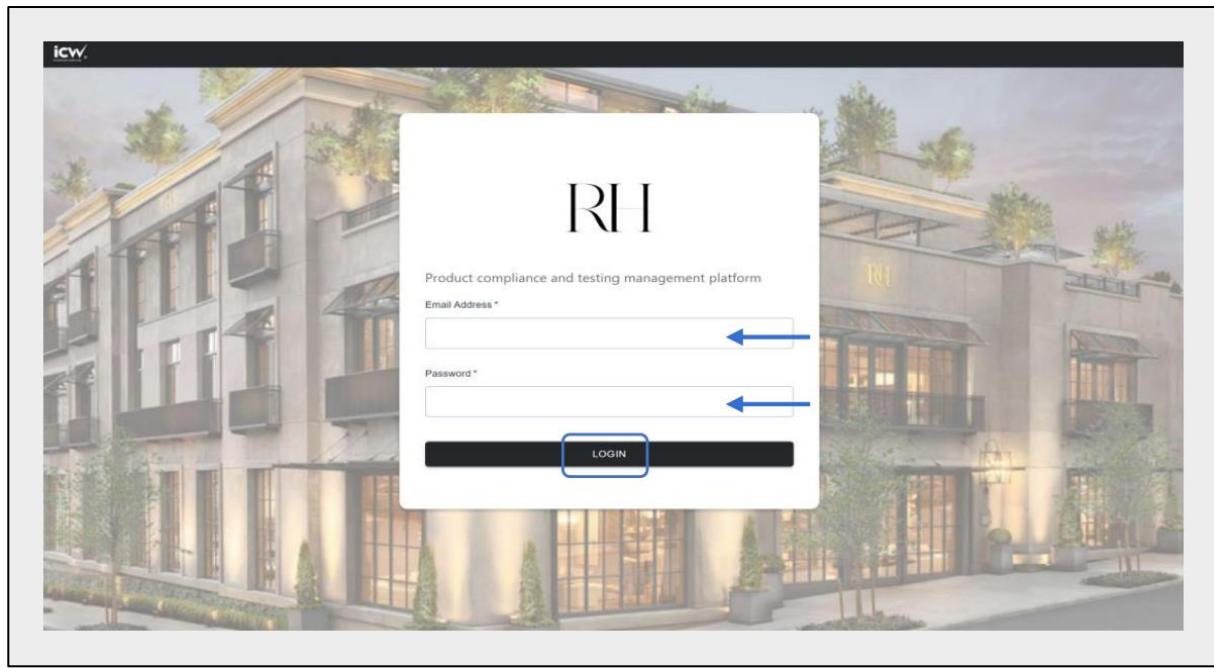
RH TESTING OVERVIEW

- Products need to be tested and receive passing test results (or grouped to a like product that has current passing test results)
- RH Compliance determines which products and which tests to perform
- Vendors should always produce extra samples for testing
- Tested product should not be shipped back to RH for resale purposes
- Regulatory retesting is required for all re-ordered products
- Children's Products require retesting every year (If at anytime during this one-year period the design, components, parts, factory or vendor changes, this product must be resubmitted for testing.)
- Teen and Main Brand Products require retesting every three years (If at anytime during this three-year period the design, components, parts, factory or vendor changes, this product must be resubmitted for testing.)
- Testing is done at the vendor's expense. Product should be built to ensure that test standards and regulations will be met to avoid corrective action tests. Baby, Child, and Teen Vendors ONLY - Please continue to bill RH AP in iCW.
- For Product Safety and Compliance requirements, see the RH Testing Requirements Matrix applicable to your product. The current versions of the Matrices are available on the Vendor Operations Manual Chapter 7 – Product Testing.
<https://secure.grovesite.com/login>

TESTING IN iCW

- iCW is the online platform RH uses to communicate and track testing
- All RH Vendor Partners must have an iCW account. If you do not have one, please reach out to vendoroperations@rh.com
- RH gives Vendors testing direction through iCW
- Vendors accept testing direction in iCW and must fill out the Test Request Form (TRF)
- Vendors submit TRF to RH approved test labs in iCW
- Testing progress is tracked in iCW
- Labs submit test results in iCW and upload test reports
- Failing results trigger generation of retest request form in iCW unless RH waives failure in iCW

LOGGING IN TO iCW



Log in to the platform: rh.icw.io with your assigned email and password

You can now start managing product testing, view test matrix, and collaborate with RH, agents and labs in this platform

1. Enter the Email Address.
2. Enter the Password.
3. Select LOGIN.

First-time user:
Fill in the Supplier Profile

1. Enter the Address.
2. Enter the Contact Person.
3. Enter the Contact Number.
4. Enter the Contact Email.
5. Select SAVE.

iCW STATUSES & SKU GROUPING

(ALL SKU page)

SKU	Traffic Light	Task / Test Status
Prime	🔴	Completed test status with Fail Test Result / Completed test status and Reject-Upload Report / Completed test status and Reject-Request CAP / Completed test status with CAP rejected
	🟡	Task Pending / Task Pending (Retest) / CAP Pending Approval / Cancelled
	🔵	Wait For Quote / Quote Available / Quote Confirmed
	🟡	Pending / Sample Sent / Sample Received / Test in Progress / Test in Progress – Update Result & Reports
	🟢	Completed test status with Pass Test Result / Completed test status and Approved Pass Test Result / Completed test status and Approved Conditional Pass Test Result / Completed test status with CAP approved
PIM	🔴	Any involved PRIME SKU with status 🔴
	🟡	Any involved PRIME SKU with status 🔳
	🔵	Any involved PRIME SKU with status 🔵
	🟡	Any involved PRIME SKU with status 🔷
	🟢	All involved PRIME SKU with status 🔳

Overall task status for regulatory tests of each export market and quality tests are based on the priority of each task status for the involved test tasks

SKU/Priority Level	1	2	3	4	5
Prime	🔴	🟡	🔵	🟡	🟢
PIM	🔴	🟡	🔵	🟡	🟢

The testing status can be distinguished by the Traffic Lights; colors and shapes shown in the legend to the left.

THE SKU GROUPING PROCESS

Grouping is the process whereby Compliance reviews new items and determines which need to be tested. Typically, RH Compliance selects only a few of the new items from each new collection for testing. PRIME SKUs in iCW (or Test SKUs) are those which are selected for testing because they are unique, or they are representative of other items in the same collection.

Grouped Items, or PIM SKUs, are those which share the same materials and construction with a Prime SKU, are expected to perform the same as the Prime SKU and therefore, can share the results of the Prime SKU.

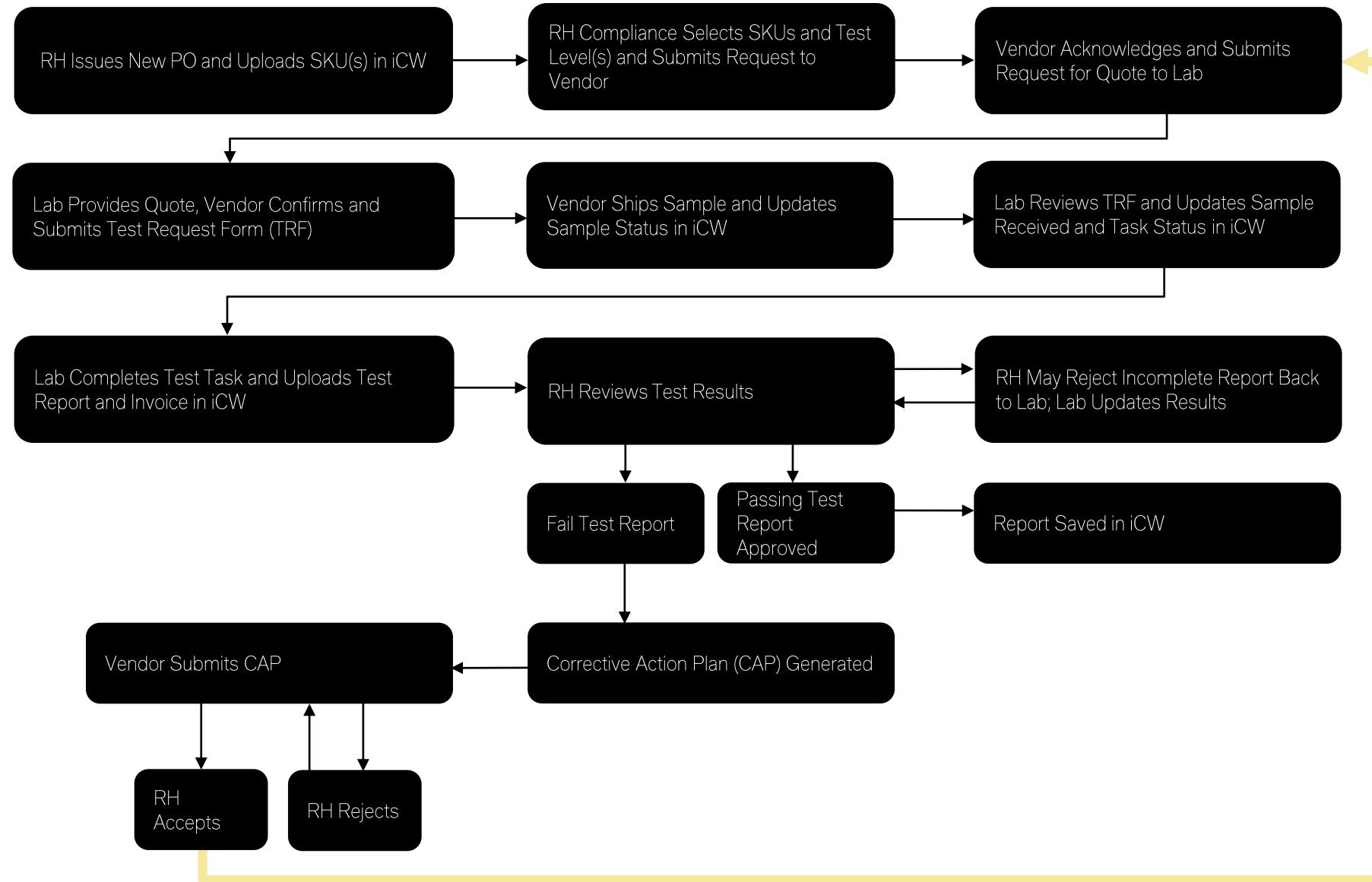
PRIME SKUs will be requested for FULL PROTOCOL TESTING in iCW. Test Levels will be requested based on the assigned matrix on all newness and regardless of how they were tested prior. You may upload a valid product or component test report for the Lab to review in lieu of testing. See page 10 for the instructions to upload.

TEST LEVELS

- Analytical (A)
- Flammability (F)
- Performance & Construction (P)
- Labeling (L)
- Quality (Q)
- Colorfastness (C)

PRODUCT TESTING WORKFLOW

WHERE YOU ARE
Refer to this icon in the top right corner to reference where you are in the flow chart



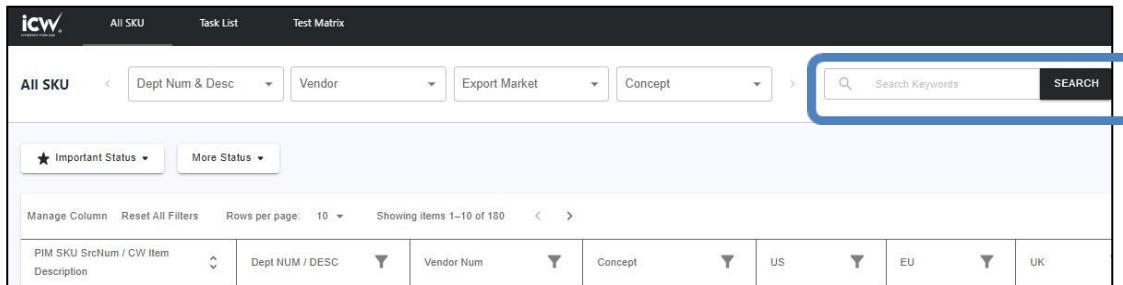
THE NEXT 5 PAGES ARE THE STEP-BY-STEP INSTRUCTIONS TO ACKNOWLEDGE TEST REQUEST AND SUBMIT REQUEST FOR QUOTE



ACKNOWLEDGE AND QUOTE

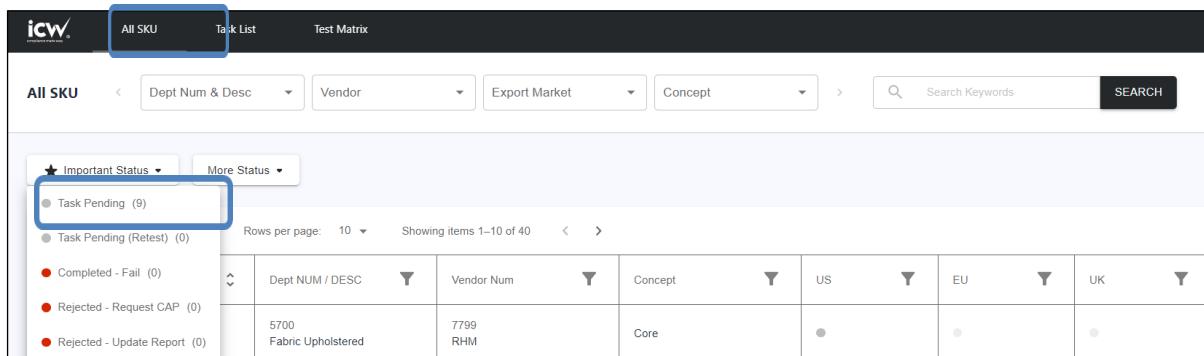
TWO WAYS TO FIND TEST REQUESTS OR TASK PENDING

Vendor Acknowledges and Submits Request for Quote to Lab



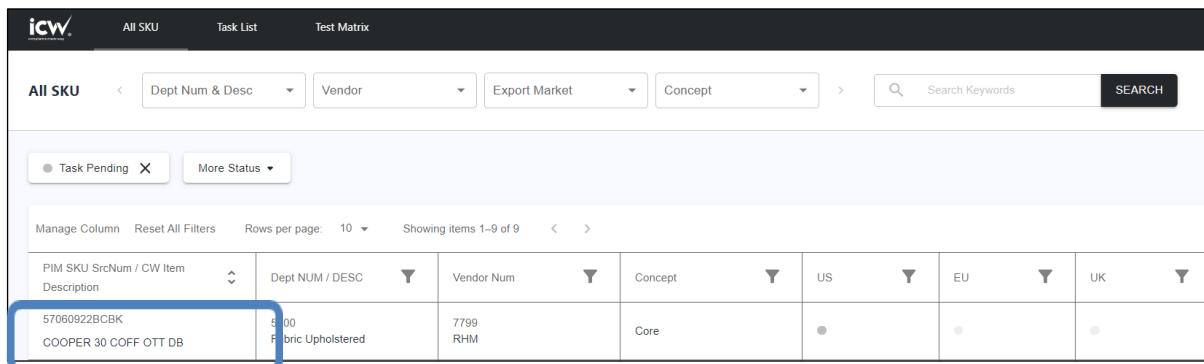
The screenshot shows the iCW interface with the 'All SKU' tab selected. At the top, there is a search bar labeled 'Search Keywords' with a magnifying glass icon. Below the search bar are several filter dropdowns: 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. A 'SEARCH' button is located to the right of the search bar. The main area displays a table with columns: 'PIM SKU SrcNum / CW Item Description', 'Dept NUM / DESC', 'Vendor Num', 'Concept', 'US', 'EU', and 'UK'. The table shows 180 items, with items 1-10 of 180 displayed. At the bottom of the table are filter buttons for 'Dept Num & Desc', 'Vendor', 'Export Market', 'Concept', and a 'SEARCH' button.

1. Vendor will receive an email notification from RH that lists the specific SKU for testing. Vendor can then search that SKU in the iCW search bar



The screenshot shows the iCW interface with the 'Task List' tab selected. At the top, there is a dropdown menu labeled 'Important Status' with a radio button next to 'Task Pending (9)'. Below the dropdown are filter dropdowns: 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. A 'SEARCH' button is located to the right of the search bar. The main area displays a table with columns: 'Dept NUM / DESC', 'Vendor Num', 'Concept', 'US', 'EU', and 'UK'. The table shows 40 items, with items 1-10 of 40 displayed. At the bottom of the table are filter buttons for 'Dept Num & Desc', 'Vendor', 'Export Market', 'Concept', and a 'SEARCH' button.

OR vendor can go to "ALL SKU PAGE", to find 'Task Pending' under "Important Status"



The screenshot shows the iCW interface with the 'All SKU' tab selected. At the top, there is a dropdown menu labeled 'Important Status' with a radio button next to 'Task Pending'. Below the dropdown are filter dropdowns: 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. A 'SEARCH' button is located to the right of the search bar. The main area displays a table with columns: 'Dept NUM / DESC', 'Vendor Num', 'Concept', 'US', 'EU', and 'UK'. The table shows 9 items, with items 1-9 of 9 displayed. At the bottom of the table are filter buttons for 'Dept Num & Desc', 'Vendor', 'Export Market', 'Concept', and a 'SEARCH' button.

2. Select the SKU to acknowledge

SKU / US • DSGF • Regatta Stripe
Vendor Num & Desc: 6273 Supplier - YATI | Dept Num & Desc: 5700 FABRIC UPHOLSTERY
Collection: Regatta Stripe | Frame: N/A | Color Code: DSGF | Size: N/A | Concept: Core

Task	SKU Detail	Supplier	Log
US Task Pending CW Item Description: Regatta Stripe Validity Date: N/A			
QC Task Pending CW Item Description: Regatta Stripe Validity Date: N/A			
EU Task Pending CW Item Description: Regatta Stripe Validity Date: N/A			
UK Task Pending CW Item Description: Regatta Stripe Validity Date: N/A			

Regatta Stripe
Export Market: EU
Status: Task Pending

SKU Grouping Report & Result Test Matrix Detail

SKU Grouping - Related Handle Prime

Testing Level	Handle Prime SKU	Tested Test Matrix	Submission No	Task No	Status	Lab
Analytical	PRIME DSGF CURRENT Regatta Stripe	EU - Main Brand - All Textiles	N/A	W23013149	Task P ending	N/A
Flammability	PRIME DSGF CURRENT Regatta Stripe	EU - Main Brand - All Textiles	N/A	W23013149	Task P ending	N/A
Labeling and Product	PRIME DSGF	EU - Main Brand - All Textiles	N/A	W23013149	Task P ending	N/A

Vendor Acknowledges and Submits Request for Quote to Lab

IN "ALL SKU PAGE" → Select the TASK
→ Select START ACKNOWLEDGE & QUOTE

Upload Document

1. Product Photo:

2. Compliance Documents / Valid Test Reports
*Need to be within 12 months of issue date, CQC for RSC

3. RH approved Self-Declarations
*Creosote, NSCA, Title VI, Asbestos

4. All applicable labelling
*ISPC, general warnings, CPSC

5. Product/Specs

6. BOM

CONTINUE

NEXT → Upload Document when applicable > Select CONTINUE

ICW TIPS: HOW TO GET THE MOST ACCURATE TESTING QUOTES IN ICW
Get the most accurate quotes from your preferred Labs in the ICW Testing Platform by uploading as many product images as possible, existing or valid test reports, Bill of Materials (BOM), Specifications and Drawings, and Self Declarations when applicable.

Acknowledge & Quote | Step 2: Factory Details

Factory Details List

	NEW FACTORY DETAILS	EDIT	DELETE
<input type="radio"/> Factory A (Code: N/A)	Contact Person Contact Person Email Contact Person Phone Number Address	EDIT	DELETE
<input type="radio"/> Factory B (Code: N/A)	Contact Person Contact Person Email Contact Person Phone Number Address	EDIT	DELETE

CONTINUE

Create Factory Info

Factory Company Name

Factory Location

Factory Address

Factory Address (in Local Language)

Factory Country Factory City

Fill in factory country Fill in factory city

Contact Person Information

Contact Person Name

Contact Person Email Contact Person Phone Number

CANCEL CREATE

Vendor Acknowledges and Submits Request for Quote to Lab

Next → First time iCW users will be directed to this page to create a factory profile

NOTE: Established vendors will have the option to add more factories and select from a drop-down list, the next time they login

Select Lab

Vendor Acknowledges and Submits Request for Quote to Lab

1. Selecting Testing Level

Testing level

Analytic / Flammability / Labelling / Performance

RH pre assigns testing level. Skip this step and go directly to Select Testing Laboratory.

2. Selecting Testing Laboratory

*Please select at least 1 Lab

UL	<input type="checkbox"/> UL - USA Rogers AR (Hardlines) <input type="checkbox"/> UL VS <input type="checkbox"/> UL Shenzhen <input type="checkbox"/> UL Guangzhou
	<input type="checkbox"/> UL Nansha <input type="checkbox"/> UL Holland <input type="checkbox"/> UL Shanghai <input type="checkbox"/> UL Shanghai
Lab 1	<input type="checkbox"/> UL Admin <input type="checkbox"/> UL Ho Chi Minh City <input type="checkbox"/> UL Shanghai <input type="checkbox"/> UL Gurgaon
TUV SUD	<input type="checkbox"/> TUV SUD Vietnam <input type="checkbox"/> TUV SUD Shanghai <input type="checkbox"/> TUV SUD Shenzhen
Lab 2	<input type="checkbox"/> TUV SUD Italy <input type="checkbox"/> TUV SUD US <input type="checkbox"/> TUV SUD India

If you choose only one lab or to skip quote, go straight to page 16 and submit Test Request Form (TRF). Otherwise, follow the instructions to :

- Select Labs
- Choose, "No, I need a quotation".
- Provide Billing Information (next slide)
- Wait for Quote (next slide)

Do You Wish to Skip Quote? (Please Select)

Since you have only chosen 1 lab, did you intend to skip quote?

Skip Quote

No, I need a quotation

CANCEL

CONFIRM

Fill Billing Information

1. Invoice Detail

1. Invoice Detail



Billing Company Name	<input type="text"/>
	USD
Billing Address	<input type="text"/>
	RMB
Billing Contact Person Name	<input type="text"/>
	HKD
Contact Person Email	<input type="text"/>
	EUR
Contact Person Phone Number	<input type="text"/>

CONTINUE

Vendor Acknowledges and Submits Request for Quote to Lab

Next → Provide Billing Information and **CONTINUE**

icw

All SKU Task List Test Matrix

Dept Num & Desc Vendor Export Market Concept > Search

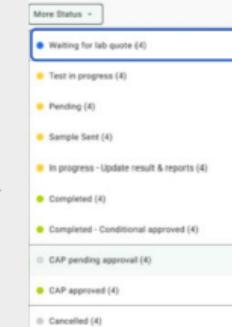
Important Status More Status

Reset All Filters Rows per page: 10 Showing items 1-10 of 16 < >

Task No.	PIM SKU SrcNum / CW Item Description	Testing Country	Testing Level Result	Progress	LAB
S22000031	PRIME 123456 test	QC	✓ Q ✓ C	Waiting for Lab Quote	N/A

More Status

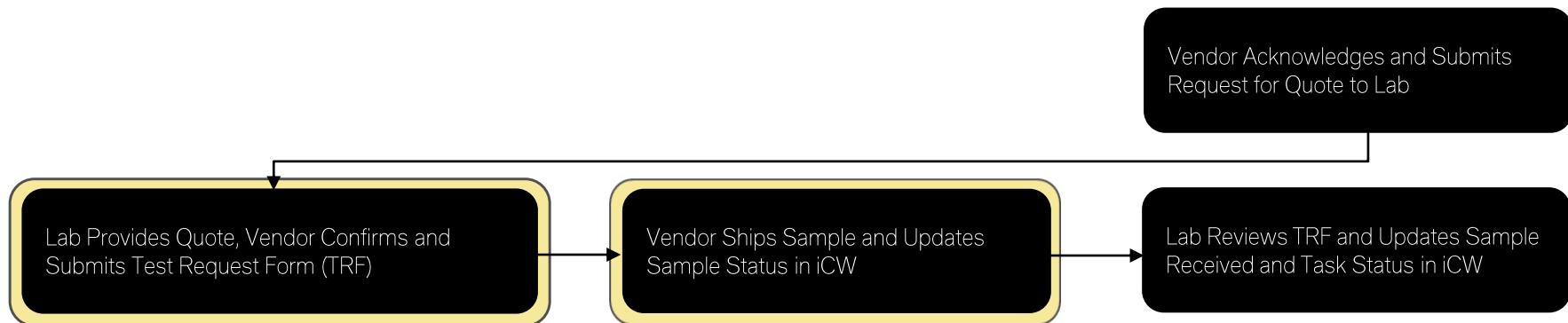
- Waiting for lab quote (4)
- Test in progress (4)
- Pending (4)
- Sample Sent (4)
- In progress - Update result & reports (4)
- Completed (4)
- Completed - Conditional approved (4)
- CAP pending approval (4)
- CAP approved (4)
- Cancelled (4)



Test Task is now created and can be found in "TASK LIST PAGE" with Status "Waiting for Lab Quote".

Select **More Status** → "Waiting for lab quote" to view all related test tasks.

THE NEXT 3 PAGES ARE THE STEP-BY-STEP INSTRUCTIONS TO CONFIRM QUOTE, SUBMIT TRF AND SHIP SAMPLE



VIEW AND ACCEPT QUOTE

Lab Provides Quote, Vendor Confirms and Submits Test Request Form (TRF)

(Task List page)

Select Important Status>Quote available.
Select specific task to continue.

The screenshot shows a table with columns: Task No., PIM SKU/BroNum / CW Item Description, Testing Country, Testing Level Result, Progress, and LAB. One row is selected, showing 'PIM SKU 123456' and 'Quote Available'. To the right, a dropdown menu titled 'Important Status' is open, showing various status categories with counts: 'Quote available (4)', 'Quote confirmed (4)', 'Sample received (4)', 'Completed - Fail (4)', 'Reject - Request CAP (4)', 'Reject - Re-upload report (4)', and 'CAP rejected (4)'. A blue arrow points from the 'Important Status' dropdown to the 'Quote available' option in the list.

View the quotation by expanding it and select ACCEPT QUOTATION.

The screenshot shows the 'Quotations' tab with two entries: 'Lab A' and 'Lab B', both marked as 'pending'. To the right, two quotation details are shown. The first quotation is for '800 USD' with a date of '22/Aug/2022'. The second quotation is for '900 USD' with a date of '22/Aug/2022'. Each quotation has an 'ACCEPT QUOTATION' button. A blue arrow points from the 'ACCEPT QUOTATION' button for the 800 USD quotation to the button itself.

In "TASK LIST PAGE" → Select Important Status > Quote available > Select task to continue

NEXT GO TO THE QUOTATION TAB
→ View the quotation by expanding it and select ACCEPT QUOTATION

FILL IN TEST REPORT FORM

Lab Provides Quote, Vendor Confirms and Submits Test Request Form (TRF)

Fill in TRF and **CONTINUE**.

Update TRF | Step 1 : Fill TRF Detail

Fill in TRF Information to Confirm Quote

Product / Sample					
Product SKU number		Product Name			
Product Properties	Category	Dept	Item Number	Vendor Style Number	
Are you the manufacturer?	<input type="radio"/> Yes <input type="radio"/> No	Date Sample Manufacture	mmddyyyy	<input type="button" value="..."/>	
Test sample nature	<input type="radio"/> Finished good <input type="radio"/> Component				
Sample Completion Date	mmddyyyy	<input type="button" value="..."/>			
Vendor Information					
Vendor ICIS ID					
Vendor Company Name					
Address					
Test Request Information					
Test Program					
Retest	<input type="radio"/> Yes <input checked="" type="radio"/> No	Original Test Report Number			
Is it a Kit's product?	<input type="radio"/> Yes <input type="radio"/> No	Is it a Toy?	<input type="radio"/> Yes <input type="radio"/> No	Is it a Child Care Article?	<input type="radio"/> Yes <input type="radio"/> No
Bill to Information					
Company Name	XX				
Address	XX				
Email Address	XX				
Contact Person	XX				
Lab Information					
Service Requested					
Testing Facility	Selected lab & location				
Do you have any in-house test reports or recent reports from a 3rd party accredited lab for this product?	Next,Jump				

*Subject to additional service charge as outlined in corresponding lab's manual.

^aActual TAT (Turnaround Time) given by laboratory(ies) shall prevail.

Note

IMPORTANT NOTE: All Baby & Child and Teen items **MUST** have a passing test report before the PO(s) can ship*

I will not ship the product without a passing test report Yes

CONTINUE

Next → Fill in TRF and **CONTINUE**

iCW Tips: TRF will only be visible to view after a quote is confirmed and TRF is submitted. To view the testing requested for a specific task in Task List Page, click on the Task and Select the Test Matrix Tab.

SAMPLE SUBMISSION

Vendor Ships Sample and
Updates Sample Status in iCW

Select Important Status>Quote Confirmed.

Select UPDATE in Sample.

Provide Sample Submitter details.
Select CONTINUE.

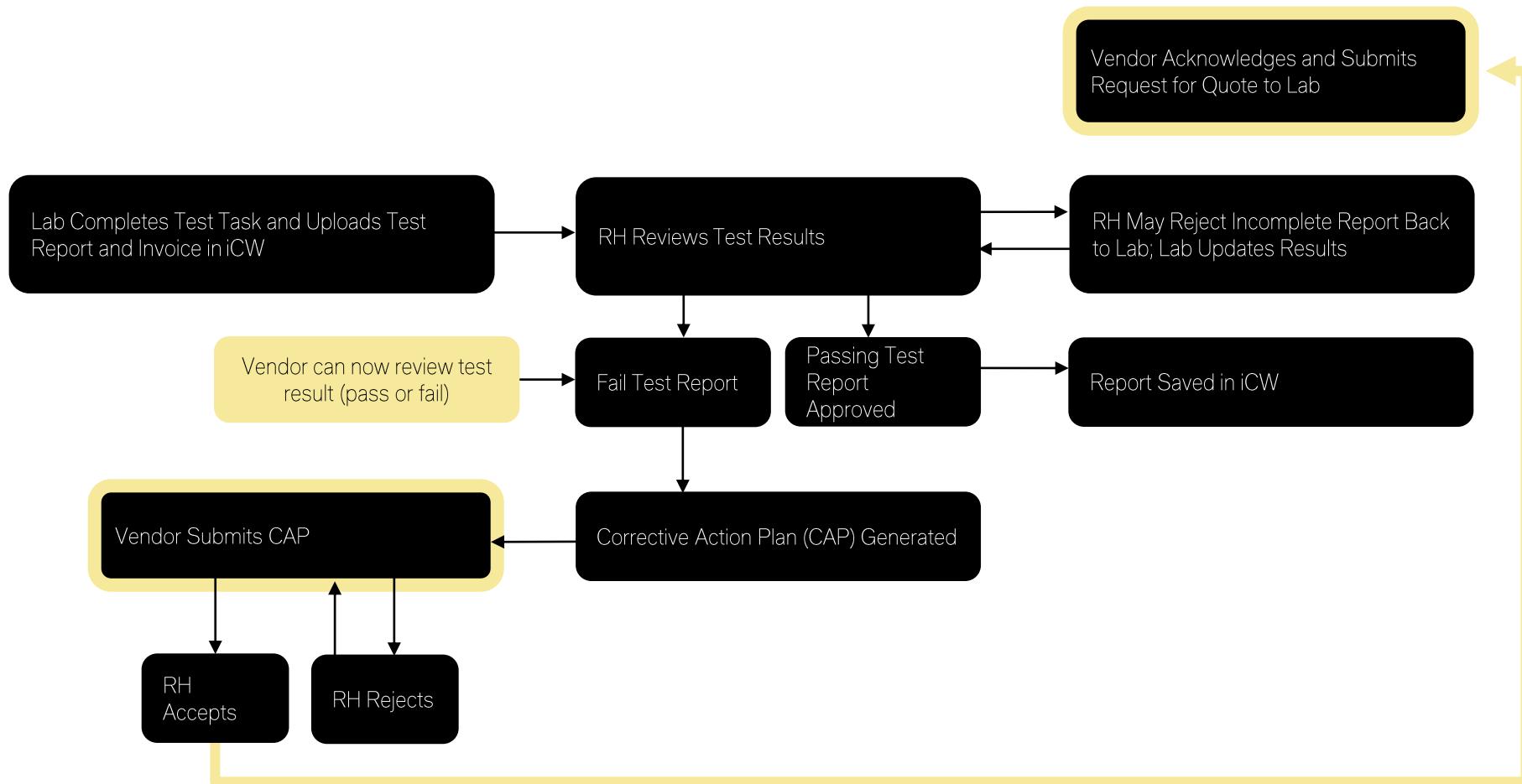
THIS STEP IS
REQUIRED FOR ALL
VENDORS

In "TASK LIST PAGE" → Select Important Status > Quote Confirmed

Select UPDATE in SAMPLE TAB

Provide Sample Submitter details →
Select CONTINUE.

THE NEXT 2 PAGES ARE THE STEP-BY-STEP INSTRUCTIONS TO REVIEW TEST RESULTS & SUBMIT A CORRECTIVE ACTION PLAN (CAP)



REVIEWING TEST RESULTS

WHAT HAPPENS AFTER TESTING IS COMPLETED AND LAB UPLOAD THE REPORTS IN ICW?

RH reviews test results submitted by labs in iCW

Safety and Compliance failures must be addressed through corrective action followed by retesting

Failures must be addressed and receive passing test results prior to shipping

Quality failures must either be addressed through corrective action or waived by RH Quality team

Only quality failures can be waived

If it's a PASS,
it is then saved
and status will now be
"COMPLETED-APPROVE"
in iCW

If it's a FAIL,
Vendor will have to follow
steps to submit a
Corrective Action Plan.
Follow the flow on the next
page.

CAP SUBMISSION & RETEST

Vendor Submits CAP

(All SKU page)

Select Important Status>Rejected-Request CAP or Important Status>CAP Rejected.
Select specific task to continue.

Select Rejected-Request CAP to view Approval Details. Select Submit CAP.

Fill in CAP and Submit.

In "ALL SKU PAGE" → Select Important Status > Rejected- Request CAP or Important Status > CAP Rejected > Select Task

Next → Fill in the Corrective Action Form and Click Submit

(All SKU page)

Select Important Status>Task Pending - Retest.
Select specific task to continue.

Note:

Follow steps of **ACKNOWLEDGE & QUOTE** illustrated above to initiate / skip quotation for retest.

After RH Approved the Corrective Action Plan, vendor shall continue with retesting.

In "ALL SKU PAGE" → Select Important Status > Task Pending – Retest > Select Task and Follow the instruction as if it's a new test request starting on page 9 – Acknowledge & Quote.