

RH



PRODUCT TESTING
FOR VENDORS

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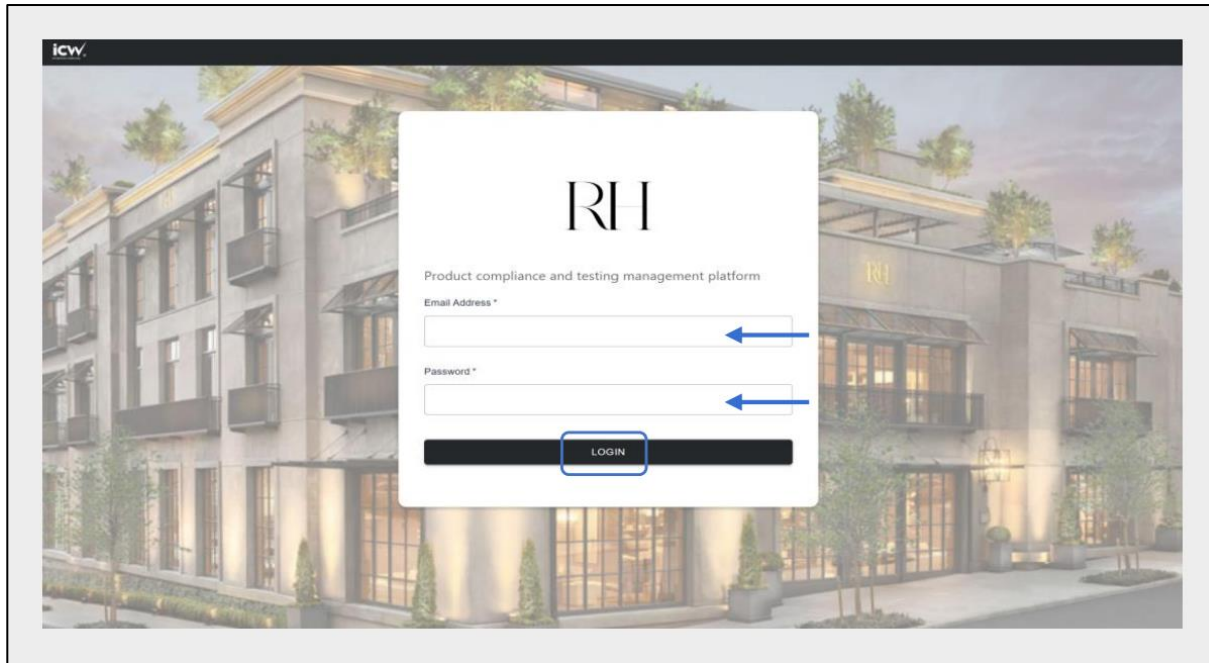
RH TESTING OVERVIEW

- 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

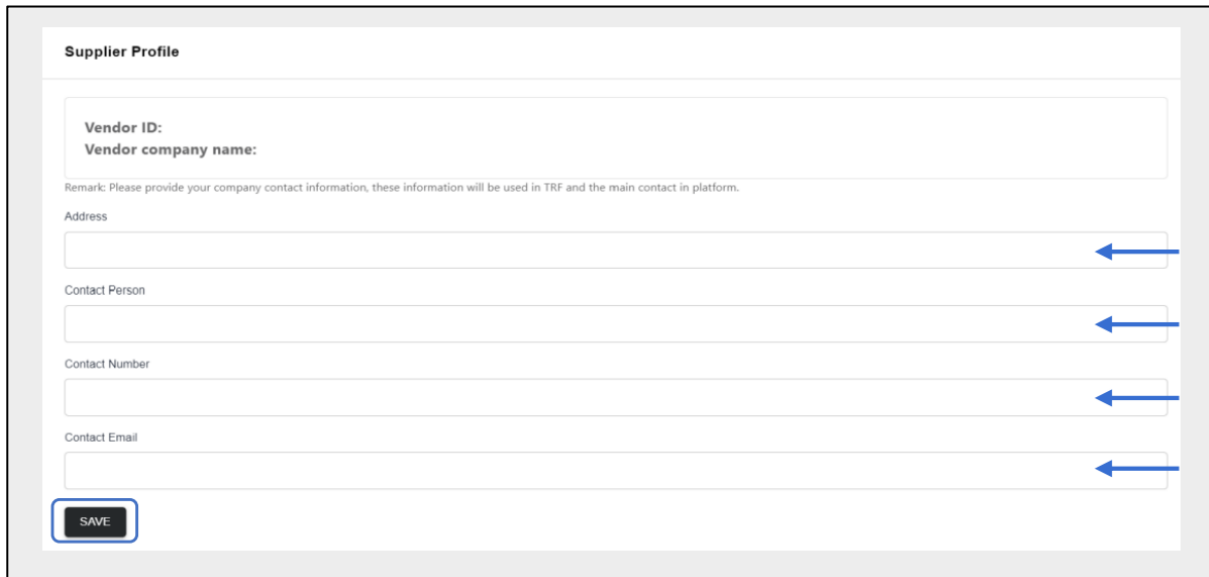


The login screen features a background image of a modern building at night. Overlaid on this is a white login form. At the top of the form is the 'RH' logo, followed by the text 'Product compliance and testing management platform'. Below this are two input fields: 'Email Address *' and 'Password *'. Blue arrows point to each of these fields. At the bottom of the form is a black button with the word 'LOGIN' in white, which is also highlighted with a blue border.

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.



The 'Supplier Profile' form is titled 'Supplier Profile' at the top. It contains a section for 'Vendor ID:' and 'Vendor company name:'. Below this is a remark: 'Remark: Please provide your company contact information, these information will be used in TRF and the main contact in platform.' The form then has four input fields: 'Address', 'Contact Person', 'Contact Number', and 'Contact Email'. Blue arrows point to each of these fields. At the bottom left of the form is a black button with the word 'SAVE' in white, which is highlighted with a blue border.

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-Reupload 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	▲	▲	▲	▲	▲

(Continued on next page)

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.

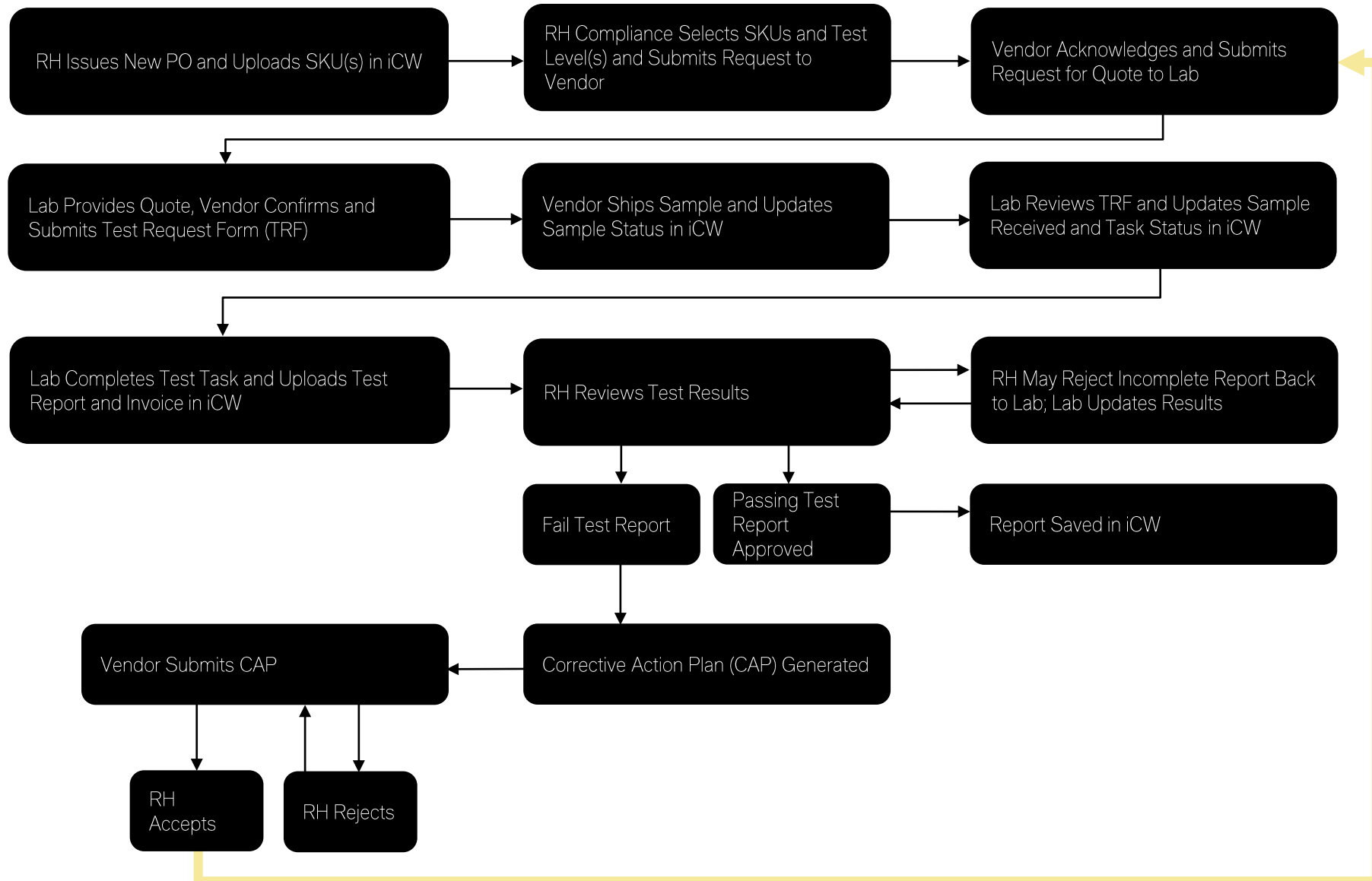
PRIME SKUs will be requested for FULL PROTOCOL TESTING in iCW. Test Levels will be requested based on the assigned matrix on all newness and regardless of how they were tested prior. You may upload a valid product or component test report for the Lab to review in lieu of testing. See page 10 for the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

TEST LEVELS

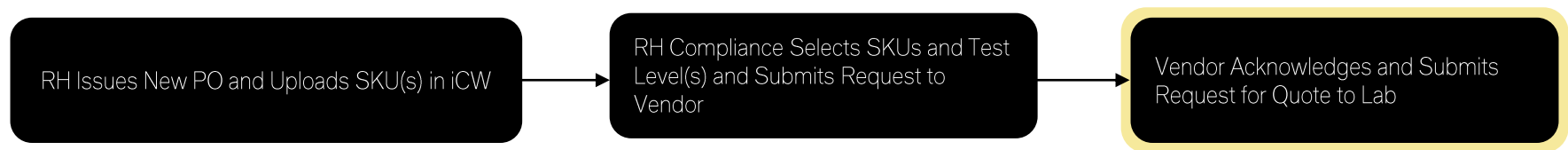
- Analytical (A)
- Flammability (F)
- Performance & Construction (P)
- Labeling (L)
- Quality (Q)
- Colorfastness (C)

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

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

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

2. Select the SKU to acknowledge

The screenshot shows the 'All SKU' page in the iCW system. At the top, there are tabs for 'All SKU', 'Task List', and 'Test Matrix'. Below the tabs, there are several filter dropdowns: 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. To the right of these filters is a search bar with the placeholder text 'Search Keywords' and a 'SEARCH' button. The search bar and button are highlighted with a blue rectangle. Below the filters, there are buttons for 'Important Status' and 'More Status'. At the bottom, there is a table with columns for 'PIM SKU SrcNum / CW Item Description', 'Dept NUM / DESC', 'Vendor Num', 'Concept', 'US', 'EU', and 'UK'. The table shows 'Showing items 1-10 of 100'.

The screenshot shows the 'All SKU' page in the iCW system. The 'All SKU' tab is highlighted with a blue rectangle. Below the tabs, there are several filter dropdowns: 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. To the right of these filters is a search bar with the placeholder text 'Search Keywords' and a 'SEARCH' button. Below the filters, there are buttons for 'Important Status' and 'More Status'. The 'Important Status' button is highlighted with a blue rectangle, and a dropdown menu is open showing 'Task Pending (9)', 'Task Pending (Retest) (0)', 'Completed - Fail (0)', 'Rejected - Request CAP (0)', and 'Rejected - Update Report (0)'. The 'Task Pending (9)' option is selected and highlighted with a blue rectangle. Below the filters, there is a table with columns for 'PIM SKU SrcNum / CW Item Description', 'Dept NUM / DESC', 'Vendor Num', 'Concept', 'US', 'EU', and 'UK'. The table shows 'Showing items 1-10 of 40'.

The screenshot shows the 'All SKU' page in the iCW system. The 'All SKU' tab is highlighted with a blue rectangle. Below the tabs, there are several filter dropdowns: 'Dept Num & Desc', 'Vendor', 'Export Market', and 'Concept'. To the right of these filters is a search bar with the placeholder text 'Search Keywords' and a 'SEARCH' button. Below the filters, there are buttons for 'Task Pending' and 'More Status'. The 'Task Pending' button is highlighted with a blue rectangle. Below the filters, there is a table with columns for 'PIM SKU SrcNum / CW Item Description', 'Dept NUM / DESC', 'Vendor Num', 'Concept', 'US', 'EU', and 'UK'. The table shows 'Showing items 1-9 of 9'. The first row of the table is highlighted with a blue rectangle, showing the SKU '57060922BCBK' and description 'COOPER 30 COFF OTT DB'.

icw. All SKU Task List Test Matrix 6273@icw.io

SKU / US • DSFG • Regatta Stripe
Vendor Num & Desc: 6273 Supplier • VATI | Dept Num & Desc: 5700 FABRIC UPHOLSTERY
Collection: Regatta Stripe | Frame: N/A | Color Code: DSFG | 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

VIEW SKU RELATIONSHIP START ACKNOWLEDGE & QUOTE

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

3. RH approved Self-Declarations
*Creosote, 15CA Title VI, Asbestos

4. All applicable labelling
*15PC, general warnings, CPSD

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](#)

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

[CONTINUE](#)

Create Factory Info

Factory Company Name

Factory Location

Factory Address

Factory Address (in Local Language)

Factory Country

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

1. Selecting Testing Level

Testing level

Analytic / Flammability / Labelling / Performance

2. Selecting Testing Laboratory

*Please select at least 1 Lab

UL	Lab 1	<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 <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	Lab 2	<input type="checkbox"/> TUV SUD Vietnam <input type="checkbox"/> TUV SUD Shanghai <input type="checkbox"/> TUV SUD Shenzhen <input type="checkbox"/> TUV SUD Italy <input type="checkbox"/> TUV SUD US <input type="checkbox"/> TUV SUD India

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

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

2. Billing Detail

Billing Company Name

USD

RMB

Billing Address

HKD

EUR

Billing Contact Person Name

Contact Person Email

Contact Person Phone Number

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

>

Q Search Keywords

SEARCH

★ Important Status

More Status

Reset All Filters

Rows per page: 10

Showing Items 1–10 of 16

<

>

Task No.	PIM SKU SroNum / 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

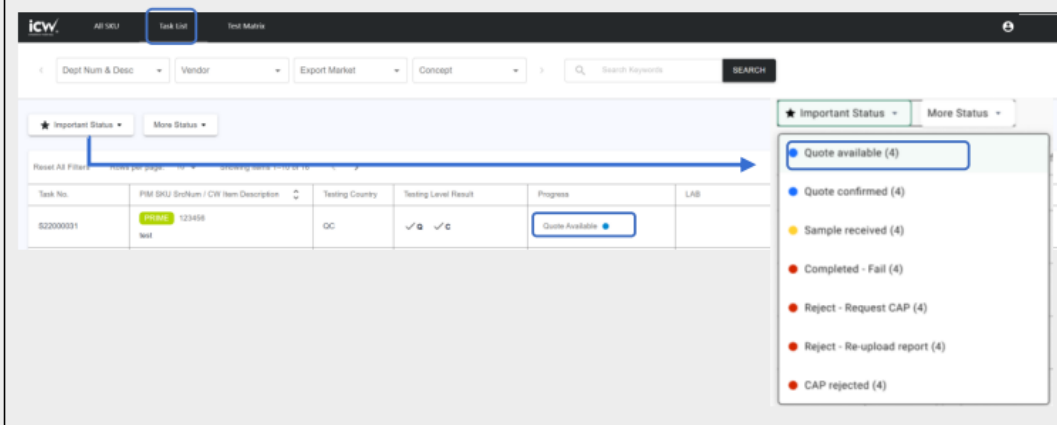
Lab Provides Quote, Vendor
Confirms and Submits Test
Request Form (TRF)

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**

(Task List page)

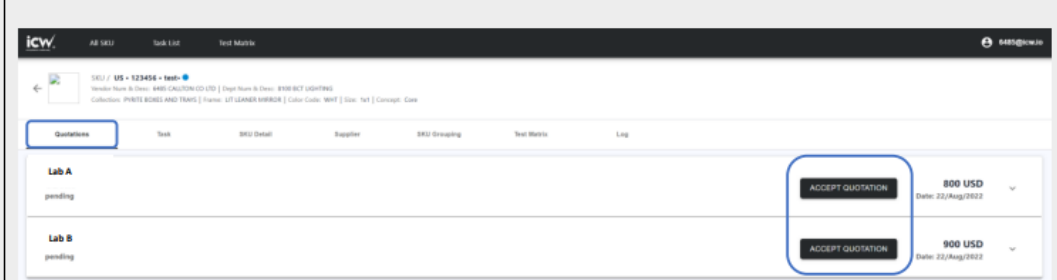
Select **Important Status** > **Quote available**.
Select specific task to continue.



The screenshot shows the 'Task List' page with a table of tasks. A blue arrow points from the 'Quote Available' status in the 'Progress' column to the 'Quote available (4)' option in the 'Important Status' dropdown menu.

Task No.	PIM SKU / Item Description	Testing Country	Testing Level Result	Progress	LAB
522000331	123456 test	QC	✓ 0 ✓ 0	Quote Available	

View the quotation by expanding it and select **ACCEPT QUOTATION**.



The screenshot shows the 'Quotations' page with two quotations. Each quotation has an 'ACCEPT QUOTATION' button highlighted with a blue box.

Lab	Status	Amount	Date
Lab A	pending	800 USD	22/Aug/2022
Lab B	pending	900 USD	22/Aug/2022

FILL IN TEST REPORT FORM

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

Fill in TRF and **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.

Update TRF | Step 1: Fill TRF Detail

Fill in TRF Information to Confirm Quote

Product / Sample		Product Name	
Product SKU number			
Product Properties	Collection	Year	Measurement Units
Are you the manufacturer?	<input type="radio"/> Yes <input type="radio"/> No	Date Sample Manufacture	<input type="text" value="1/1/2020"/>
Test sample nature	<input type="radio"/> Finished good <input type="radio"/> Component		
Sample Completion Date	<input type="text" value="1/1/2020"/>		

Vendor Information

Vendor iCW 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 WH'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	Address and Location
Do you have any in-house test reports or recent reports from a 3rd party accredited lab for this product?	Test Temp

*Subject to additional service charge as outlined in corresponding lab's manual
*Actual TAT (Turnaround Time) given by laboratory(s) 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

SAMPLE SUBMISSION

Vendor Ships Sample and
Updates Sample Status in iCW

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.

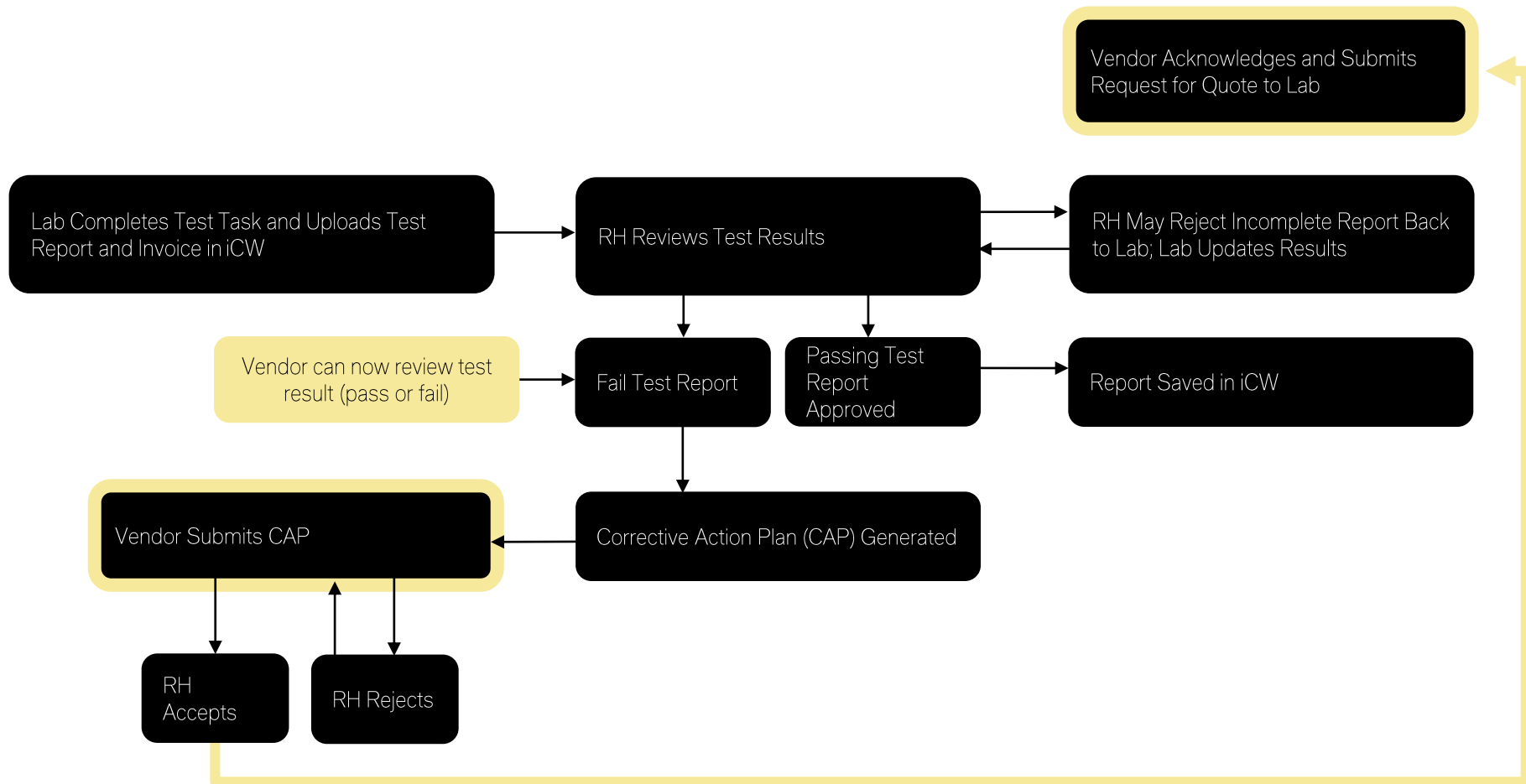
The image displays three screenshots of the iCW system interface for sample submission.

Top Left Screenshot: Titled "Select Important Status>Quote Confirmed." It shows a sidebar with "Important Status" selected, displaying a list of statuses: "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 "Quote confirmed (4)" status to the "Sample" tab in the top right screenshot.

Top Right Screenshot: Titled "Select UPDATE in Sample." It shows the "Sample" tab selected in the top navigation bar. Below the navigation bar, there is a "SampleDetails" section and a "Sample Submitter" section. In the "Sample Submitter" section, the "UPDATE" button is highlighted with a blue box.

Bottom Left Screenshot: Titled "Provide Sample Submitter details. Select CONTINUE." It shows a form titled "Please Enter Sample Submitter Details" with fields for "Sample Submitter Name", "Sample Submitter Email", "Sample Submitter Phone", "Sample Tracking Num", and "Job Number / Tracking Number". A "CONTINUE" button is highlighted with a blue box at the bottom of the form.

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.

Task	SKU	Vendor	Concept	US	EU	UK	QC
Rejected - Request CAP (1)	1234	1234	1234	●	●	●	●
Rejected - Request CAP (1)	1234	1234	1234	●	●	●	●

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

Approval Details

Status: **Rejected - Request CAP**

Report Approved Date: 20-Sep-2022

Approver: RH

Validity Period: N/A

Reason: retest is required

Submit CAP

Fill in CAP and Submit.

Corrective Action Form

Task Report Information

PD Confirmation

PD Details

Corrective Action Taken

Approval

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

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.

(All SKU page)

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

Task	SKU	Vendor	Concept	US	EU	UK	QC
Task Pending (1)	1234	1234	1234	●	●	●	●

Note:

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