

Lotus Hospitality Products

PROCEDURE IN PRODUCING QUOTES & ACCEPTING ORDERS
 - CASEGOODS, SEATING, ARTWORK, MIRROR AND LIGHTING REQUESTS -

PROCESS and PROCEDURE		TYPICAL TIMING
YES / NO	Has the client submitted conceptual ideas, images, sketches, photo or drawings? Has the client provided pictures of specific product they are interested in?	2-3 days
YES / NO	Has Lotus began with sketching ideas and researching options in conjunction with the designer base on their product & budget? If an image has been provided, pricing typically happens within 24-48 hours.	2-4 days
NOTE	After final approval of estimate and purchasing has been decided, a deposit is required to have the order entered into production. Lotus then initiates line drawings based on the quoted measurements, dimensions, material finishes, and decorative details; this takes 3-5 working days	2-3 weeks
RECEIVED? YES ? NO	Line drawings are sent to the rep and or client for approval, once the signed off drawings are received the order is staged for production.	3-5 Days
RECEIVED? YES ? NO	Fabric, wood and metal samples are sent for approval; 2-3 weeks to receive samples	2-3 weeks
RECEIVED? YES ? NO	Once the final set of line drawings are approved, a sample is produced for client to review and approve, this is done prior to going to mass production. 3-4 weeks	3-4 Weeks
NOTE	Once production is started, orders typically take 45-60 days production time	5-6 Weeks
NOTE	The factory sends an inspection report with pictures, video of each item fully assembled, the order is then packed and loaded on the container.	2-3 Days
COMPLETED YES / NO	Once inspection have been reviewed and approved by the client, LHP requires final payment before the container leaves the port.	1-2 Weeks
NOTE	Crates are labelled with product type, picture and installation instructions.	3-5 Days
TBD	It is pre-determined which mode of transportation suits the clients needs; i.e. MOST EXPENSIVE / Air freight (10 to 15 days) , EXPENSE GREATER than standard / <i>Fast Boat only available for China shipments</i> (22 to 29 days) or STANDARD / Via ocean (50 to 60 days). These modes of transportation can be changed up until 2-3 days before product leaves port.	50-60 Days
NOTE	Products are passed through Overseas Customs and US Customs.	2-3 Days
NOTE	Once cleared by customs, the freight forwarder calls the client and the client is given a heads up on a delivery date and time of ETA to the job site and or delivery address provided to on the PO. (Our team can be there to assist you and your client).	1 week
<p align="center">** Life Cycle of project -</p> <p>However, if the timing of the tasks above are reduced, the project life cycle can be less.</p>		28 weeks to 16 weeks