

AXOR FinishPlus & AXOR Signature Program

This memo is intended to simplify and consolidate the critical information related to the launch of the AXOR FinishPlus and AXOR Signature programs, formerly known as AXOR Manufaktur.

AXOR FinishPlus – The application of special PVD finishes to AXOR and hansgrohe products.

Note – Items with finish exceptions are noted as such in the new 2017 AXOR price book.

AXOR Signature – The application of custom (customer-supplied) and semi-custom (existing HG icons that can be modified) icons or images to HG products using laser etching or pad printed ink.

Minimum Order Quantities* (MOQ):

- AXOR branded products – MOQ = 1 piece
- HG branded products – MOQ = 30 pieces per SKU (Focus on Project Business)
- *There are exceptions, please see price book or contact custom-us@hansgrohe.com for more info

Pricing:

- **AXOR FinishPlus** = Chrome list price + 50% (Regular tier discounts apply)
- **AXOR Signature** = Requires custom quote*
 - *Variables affecting quote include: image/icon size and placement, design format, creation of image/icon (customer supplied or HG created), qty of images/icons per product, qty of products, etc.

Note we will not offer personal use discounts for this program.

Critical Order Process (Steps):

1. Customer or HG sales team submits all inquiries and orders for AXOR FinishPlus and AXOR Signature by email directly to custom-us@hansgrohe.com
2. HG sales team and production review the request to confirm feasibility and provide cost confirmation and estimated lead time
3. Customer submits their order, receives order confirmation, and submits the signed, required order acknowledgement forms
4. The order is produced to meet the customer's specification, and ships within the quoted lead time
5. **NOTE** – Please submit FinishPlus and Signature orders separate from „standard“ hansgrohe and AXOR product orders

Lead Time:

- Single orders = 12-14 weeks (including transit time from Germany if applicable)
- Job orders = lead times quoted per job, with batch releases possible
- Mock-ups/Sample requests = 8 weeks (including transit time from Germany if applicable)
 - Product Mock-ups/samples will only be provided for GP-related projects as requested
- **Note** – For jobs/orders consisting of goods produced in the US, the delivery time may be significantly faster. Lead times will be provided and confirmed with the order confirmation

Warranty and General Terms & Conditions:

- Standard Residential and Commercial Warranties apply to FinishPlus and Signature products
- No Returns and No Cancellations on FinishPlus and Signature products (this is noted in the Warranty / General Terms and Conditions section of the price book)

For additional questions and inquiries, please contact custom-us@hansgrohe.com.