



FEATHERLITE PRODUCTS PRIVATE LTD.

Policy for Product Life Cycle for Chairs

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End-of-life (EOL) is a term used with respect to Chairs indicating that the product is in the end of its product lifetime and Featherlite will no longer be marketing, selling, or promoting a particular product and may also be limiting or ending support for the product. In the specific case of product sales, the term end-of-sale (EOS) has also been used. The term lifetime, after the last production date, depends on the product and is related to a customer's expected product lifetime.

END OF LIFE POLICY

Products reach the end of their product lifecycle as changes occur in market demand, technology innovation, new product development, or simply when a product ages and is replaced by a richer technology. Featherlite understands that end-of-life programs often encourage clients to review the way in which end-of-life activities may affect their business systems and practices. To accommodate our customers' product planning strategies, Featherlite has established an official "End-of-Life" Policy to help you plan for, and transition to new, more advanced offerings. End-of Life on or after April 1, 2007. The End of Life policy applies to all Featherlite branded Products entering

EOL DEFINITIONS

- **End of Life Process**
A process that guides the final business operations associated with the product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a Product obsolete. Once obsolete, the Product is
 - not sold, manufactured, improved, repaired, maintained, or supported.
- **Withdraw from Marketing**
A formal notification period, which specifies the Withdraw from Sale date, and provides a time during which the customer can plan for last time purchases and support, and/or transition to a replacement Product.

FP/IM/M/3072	0	05.102017				Page 1 of 6
			I-Lead	DGM	AD	
Document No.	Rev	Date	Prepared by	Reviewed by	Approved by	Page No.



Policy for Product Life Cycle for Chairs

- **Withdraw from Sale**

The last date to order the Product through normal Featherlite -sales mechanisms. After this date, the Product is no longer generally available.

- **End of Service Life (EOSL)**

The date on which Featherlite ceases to provide support services for a Product.

END-OF-VERSION/END-OF-LIFE SOFTWARE POLICY

When a new design is released, the previous Version is no longer for sale and enters an End-of-Life transition period. During this time, Featherlite support is offered in two phases.

- **Normal Support**

Normal support is provided on both - current and the newly designed version. During this time, Featherlite will continue to provide the spares and service support which are necessary to maintain the work stations in substantial conformance with the published specifications.

- **Limited Support**

Limited support is available for the current(Old) version. During this time, Featherlite will provision existing Service Packs and spares necessary to maintain the workstations in substantial conformance with the published specifications for a 12-month period. After this time, all support for the old Version will cease (EOSL).

Product Support during EOL for chairs will depend upon the expected lifetime after production ends, the support includes spare parts, technical support and service. Spare part lifetimes are price-driven due to increasing production costs: when the parts no longer can be supplied through a high volume production site (often closed when series production ends), the cost increases.

The End- of –Life of chairs can be taken as the least of the input life mentioned above, but the product need not be discarded/salvaged as the some inputs can be changed/replaced depending upon its usage, and routine maintenance done.

FP/IM/M/3072	0	05.102017				Page 2 of 6
			I-Lead	DGM	AD	
Document No.	Rev	Date	Prepared by	Reviewed by	Approved by	Page No.



Policy for Product Life Cycle for Chairs

OBSOLESCENCE AND DURABILITY

If Featherlite plans for a product to become obsolete, then the product should be designed to last for a specific lifetime.

The Chairs could be built with higher-grade components, but they are not because it is felt that this imposes an unnecessary cost on the purchaser. Value engineering will reduce the cost of making the product and lower the price to consumers. Featherlite will typically use the least expensive components that satisfy product’s lifetime projections. The use of value engineering techniques has led to planned obsolescence being associated with product deterioration. Product Life Cycle Management is the succession of strategies used by management as a product goes through its product life cycle. The conditions in which a product is sold changes over time and must be managed as it moves through its succession of stages.

PRODUCT LIFE CYCLE

The product life cycle goes through many phases, involves many professional disciplines, and requires many skills, tools and processes. Product life cycle (PLC) has to do with the life of a product in the market with respect to business/commercial costs and sales measures; whereas product lifecycle management (PLM) has more to do with managing descriptions and properties of a product through its development and useful life, mainly from a business/engineering point of view. To say that a product has a life cycle is to assert four things: 1) that products have a limited life, 2) product sales pass through distinct stages, each posing different challenges, opportunities, and problems to the seller, 3) profits rise and fall at different stages of product life cycle, and 4) products require different marketing, financial, manufacturing, purchasing, and human resource strategies in each life cycle stage.

BUY BACK POLICY.

POLICY.

As per the policy, Featherlite has provision to repurchase/buy back the office chairs supplied by us at a stated price on occurrence of any change of design/specifications or at the end of stipulated product life of a product with in certain period of time with a view to:

- Remanufacture the product as per revised design.
- Recycle/remanufacture the inputs to revive the product life.
- Offer to change the product with the new design based on the customer’s business requirements.
- To launch the new range/design product.
- Assist the customer to manage the product at EOL.

FP/IM/M/3072	0	05.102017				Page 3 of 6
			I-Lead	DGM	AD	
Document No.	Rev	Date	Prepared by	Reviewed by	Approved by	Page No.



Policy for Product Life Cycle for Chairs

PRE REQUISITE.

- The Client should have maintained the Chairs with our “Annual Maintenance Contract”(AMC) which is our standard program.
- The client should have done all modifications/relocation (if any) with Featherlite.
- The “Buy Back” offer should be evoked with in the stipulated period.
- Placing the order for the new furniture will have the added value and commitment from Featherlite.

PROCEDURE.

- The client should intimate Featherlite at least 2 months in advance for the inspection of the furniture.
- Featherlite will submit the “Buy Back” estimate to the client with in one week from the date of inspection.
- The client and Featherlite will have a joint meeting to formulate the dis assembly time frame, packing, transportation, security arrangements and payment terms.
- Featherlite to issue the time schedule with the action plan to complete the job assigned.
- Supply the new/replacement furniture as per the agreement or hand over the site after dis assembly.
- Obtain the completion certificate and payments as per the agreement.

ACTION AFTER “BUY BACK”.-

Take action as per policy- one or more options to be evoked.

- Re manufacture the product for extending the product life.
- Arrange for leasing to another client.
- Re cycle the components.
- Dispose off the Bio degradable items as per the policy.
- Dispose/recycle through authorized agents.
- Record the activities/events in the History Card.

LEASING POLICY.

Featherlite has a laid down policy to lease the Chairs to meet certain urgent requirements of a customer who doesn't have adequate time to plan and procure his furniture needs. There could be compelling business

FP/IM/M/3072	0	05.102017				Page 4 of 6
			I-Lead	DGM	AD	
Document No.	Rev	Date	Prepared by	Reviewed by	Approved by	Page No.



Policy for Product Life Cycle for Chairs

urgency to start his business immediately. The customers find the leasing option not only economically viable but also keep their business options open.

POLICY.

- Featherlite would lease modular furniture to prospective clients as per the laid down terms and conditions.
- The Lessee and Featherlite will sign a legal agreement (both commercial and operational) in the interest of both parties.
- The furniture will be maintained by the client (Lessee) as per the agreement.
- Featherlite will offer regular service call facility to the Lessee.
- Renew the lease at least 2 weeks before the end of the lease period- in case the clients want an extension of the lease period.
- Ensure the Lessee complies with the terms and lease agreement.

TERMS AND CONDITIONS.

- The lease period is economically viable.
- The client signs the lease agreement.
- There is no default from the client as per the agreement.
- The furniture is not shifted or modified by the client with out reference to Featherlite.
- It is not obligatory for Featherlite to agree for the Extension of the lease period, however can be foreclosed on mutual consent.

PROCEDURE.

- The prospective client should apply with the specifications, quantities and the period of lease in the stipulated format to Featherlite.
- Featherlite could suggest alternative options to meet the functional requirements.
- The client gives consent for the alternative options suggested.
- Featherlite will submit the quotations with the terms and conditions to the client confirming the availability.
- Featherlite and the client sign the agreement.
- Featherlite will provide chairs with in 2 weeks from the date of signing the agreement.
- Featherlite will carry out periodic visits to the site and over see the maintenance and upkeep until the termination of the lease period.

FP/IM/M/3072	0	05.102017				Page 5 of 6
			I-Lead	DGM	AD	
Document No.	Rev	Date	Prepared by	Reviewed by	Approved by	Page No.



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Policy for Product Life Cycle for Chairs

RECYCLING FACILITIES IN INDIA.

Recycling/scrap agencies have been identified and intimated for assistance. The list is appended below:

RECYCLING FACILITIES IN INDIA

FEATHERLITE LOCATION	COMPANY	ADDRESS	NEAREST (RECYCLING) SCRAP FACILITY & ADDRESS	MATERIAL
SOUTH				
Secunderabad	Choice Marketing Company (Franchisee)	#100, Rashtrapathi Road, SECUNDERABAD 500 003 Andra Pradesh	Kohinoor Traders shop no 8-3-168/h/3,sanman hotel lane erragadda, Hyerabad-500018 Farooq G.S + (91)-40-67110964	PLASTIC
Vijayawada	Colour Care Chandralok (Dealer)	Commercial Complex, K.P. Nagar, Near Stella College VIJAYAWADA 520 008 Andra Pradesh	Expert Metals Shop No 302, Venus enclave Enigineer colony, Yellareddy guda, Hyderabad,A.P,India Shaik Rafi + (91)-9866017873, +91-40-23731627	WOOD
Visakhapatnam	The Decograph Interiors (Dealer)	Udyog Bhavan Block 'A', Vuda Complex Siripuram, VISAKHAPATNAM 530 003 Andra Pradesh	Baba Iron Scrap Merchant 9-61-25, Brp Road, Islampet, Vijayawada - 520001 (91)-(866)-2522654	IRON
WEST				
Goa	Newways Office Works (Dealer)	Opp. Army House, Altinho, Panjim, GOA - 403 001	Balaji Scrap Serve No 203/1 Mushirwada Village, Kolval Village, Goa Head Post Office, Goa - 403001 Mr Bala Naidu/Mr Ghulam Gaus + (91)-9323022005	METALS
Mumbai	Featherlite Collections	Nirlon House, West Wing, 1st Floor, 254-B, Dr. Annie Besant Road, Worli, MUMBAI 400 030	Victor Plastics No.9/5, Royapuram,Kasimedu Signal,Jeevarathinam Salai, Chennai, Chennai-600011 Mr Fedrick V - 91-44-32560349, 91-98844906	PLASTICS & WOOD
NORTH				
New Delhi	Supertech (India) Pvt. Ltd., Franchisee	K-1/116, EPDP, Chitranjan Park, NEW DELHI 110 019	Global Steel Trading Company 317b Mukand Nagar, Industrial Area, Ghariabad, Ghariabad-201001 (Also serves Delhi) Mr Huzer Akhtar + (91)-11-66242696	ALL METALS

FP/IM/M/3072	0	05.102017				Page 6 of 6
			I-Lead	DGM	AD	
Document No.	Rev	Date	Prepared by	Reviewed by	Approved by	Page No.