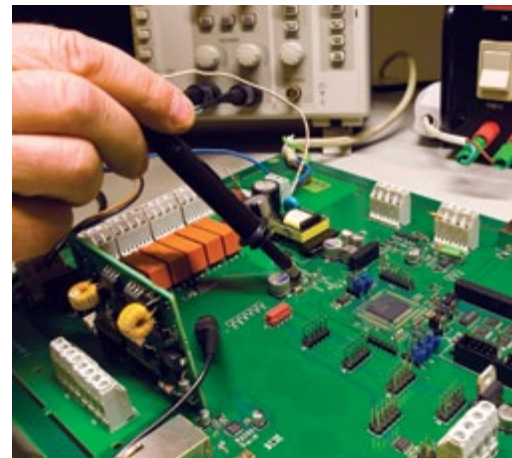


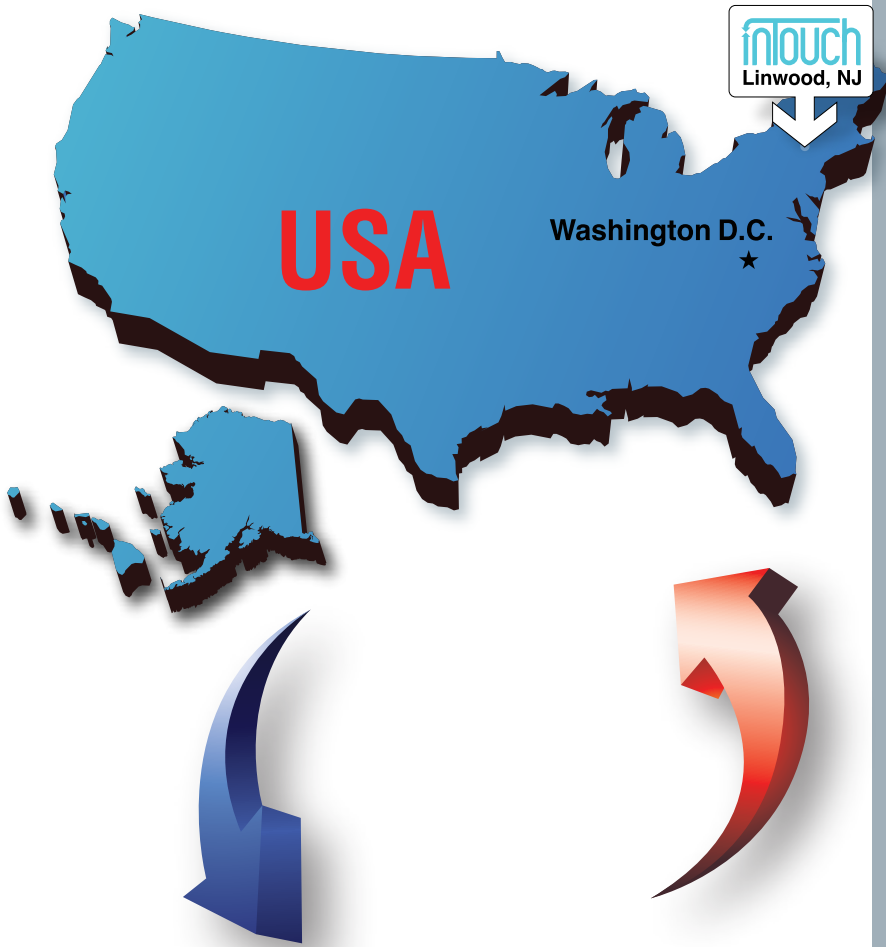
SERVICE GUIDE



**LOWER COSTS
HIGHER QUALITY
LESS RISK**



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About Us

“ Every day we go to the heart of the issue, be it on the production line, testing lab, or factory board-room, so our clients can rest assured, knowing they have the finest QA support in China. ”

InTouch Mission:

To be an invaluable part of our customers' supply chain and foster better relationships between buyers and suppliers by providing solutions to quality and overseas manufacturing issues through product inspection and related quality control services.

Our focus as a company is simple: function as your “eyes and ears” in China-based factories and support you with product inspection, factory audit, lab testing and our expertise in controlling the quality of your overseas manufactured goods. InTouch is also sensitive to your factory and vendor relationships. We understand how to work with suppliers in a way that makes them comfortable having a 3rd party inspection and empowered by the idea of having a non-biased firm that can help them communicate and better understand client requirements. Furthermore, we live and breathe by our Code of Ethics and our high level of integrity, which our customers will attest is the highest in the industry. Our team consists of both locals and westerners who live in China and speak local languages. As an employer, InTouch strives to offer its team members the very best working conditions, a growth-focused environment, and competitive compensation and benefits.

Thank you for taking the time to review this service guide. Please contact us anytime to learn how we can start to improve your quality control and overseas manufacturing.

Andrew Reich, Founder & General Manager



Case Studies

“As a result of our partnership with InTouch, we no longer experience the delivery of defective product in the US, late shipments from our suppliers, or the numerous other problems that had troubled our overseas manufacturing.”

Henry Lodge, President, Lodge Manufacturing



InTouch was a perfect choice for us when we selected a 3rd party quality control firm to inspect our new line of cookware. Working with InTouch for QC inspections and production monitoring gives us the peace of mind of knowing that our products will ship on-time and meet every specification we set. The general quality and “China” expertise that InTouch provides to our organization give us an edge over our competitors.

Fred Durham, Director of Operations, Commercial Pro



Your contributions have allowed us to insure that our manufacturing partners are reputable, reliable and (above all) socially responsible. Your inspections of both raw materials and finished goods provide us the pre-shipment quality assurance that has helped us maintain a spotless import record (devoid of unacceptable shipments or product recalls).

Seth I. Lapine, VP Retail Sales & Marketing, Lapine Associates



Zargis supplies high-tech medical products in collaboration with partners such as 3M. Zargis has worked with InTouch as its exclusive agent for QA in China since early 2010. As a result of this partnership, Zargis ensures that its products are of the highest quality and meet specifications perfectly for every shipment. As Zargis grows its presence as a market leader, the support it receives from InTouch continues to contribute to its success.



Mechtronics

When Mechtronics began to work with Chinese manufacturers to augment its US production capabilities, it had concerns about the Chinese suppliers' ability to accurately understand its requirements and produce product to their high quality standards. Working with InTouch has resulted in projects that move swiftly from concept to shipment, with virtually no quality issues with the merchandise received.



As a supplier of medical components and packaging for pharmaceutical and food use, PCG needs 100% assurance that the specifications of materials and products purchased from overseas are met without any deviation. Starting in 2009, PCG has relied on InTouch as its QA partner in China.



InTouch worked hand-in-hand with both our factories in China and our staff in the US, developing detailed QC checklists and ensuring production was being completed according to both our specifications and FDA and CPSC standards. InTouch has proved itself invaluable to Lodge with its constant attention to quality issues in the housewares industry.

Henry Lodge, President, Lodge Manufacturing



The QA services we received were truly a cut above those of inspection companies we had worked with before. Andrew ensured that our manufacturing was closely monitored, production schedules were accurate, and when there were issues in the factory that they were clearly communicated to us in a timely manner. The level of service we received from the InTouch team was first-rate, and I look forward to working with them again.

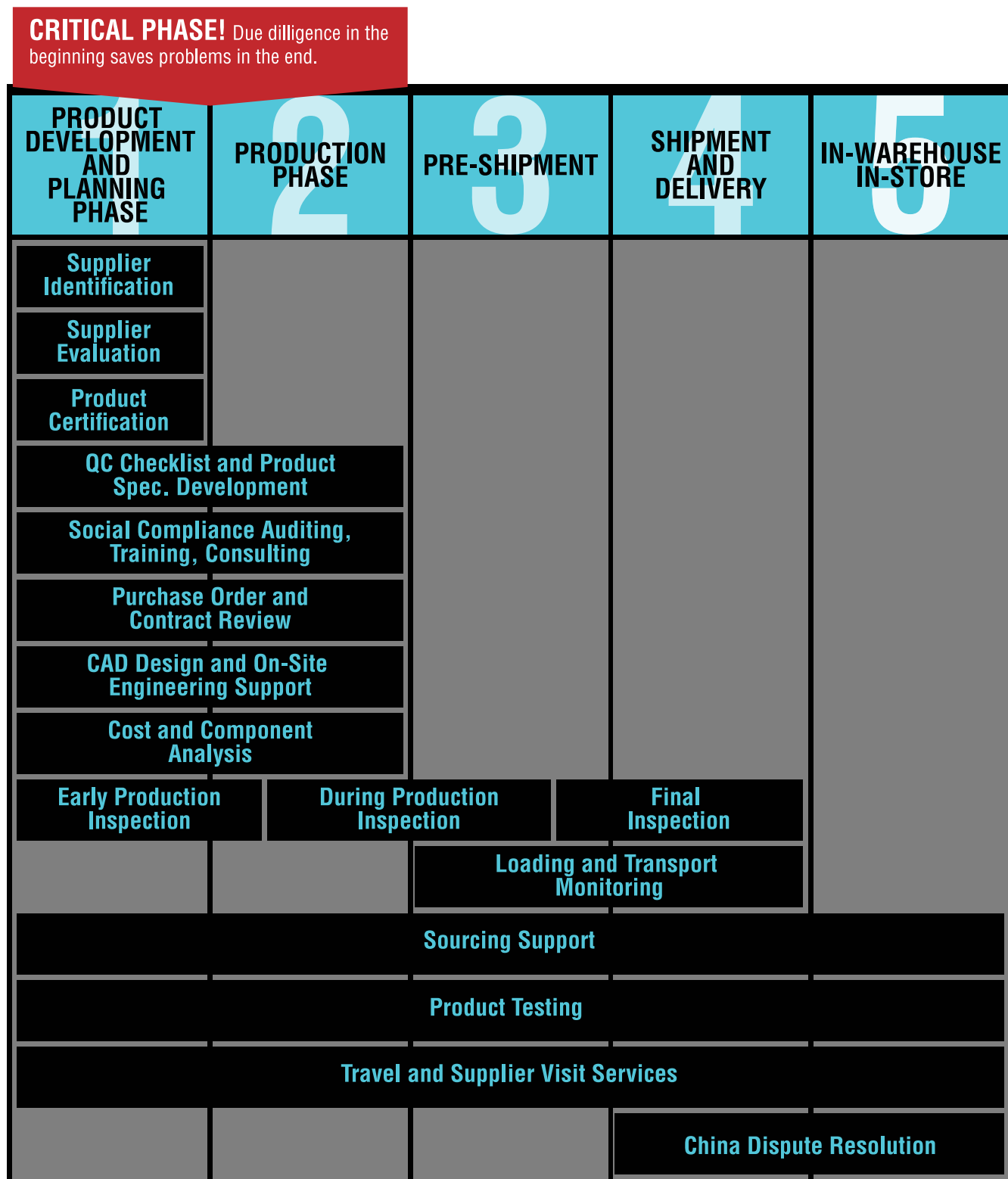
Simon Gollidge, Procurement Director, The Continuity Company



The Body Bar continues to get strong publicity from all the big names in the fitness industry. An important part of this success is consistent quality and since early 2010 Body Bar Inc. has worked with InTouch to ensure it. InTouch puts the product through a rigorous testing process prior to shipment to ensure the bar is constructed correctly and only high-grade materials have been used. Furthermore, InTouch verifies the one-time use wooden containers and other packaging specifications that are required to ship this product.

Your Manufacturing Timeline

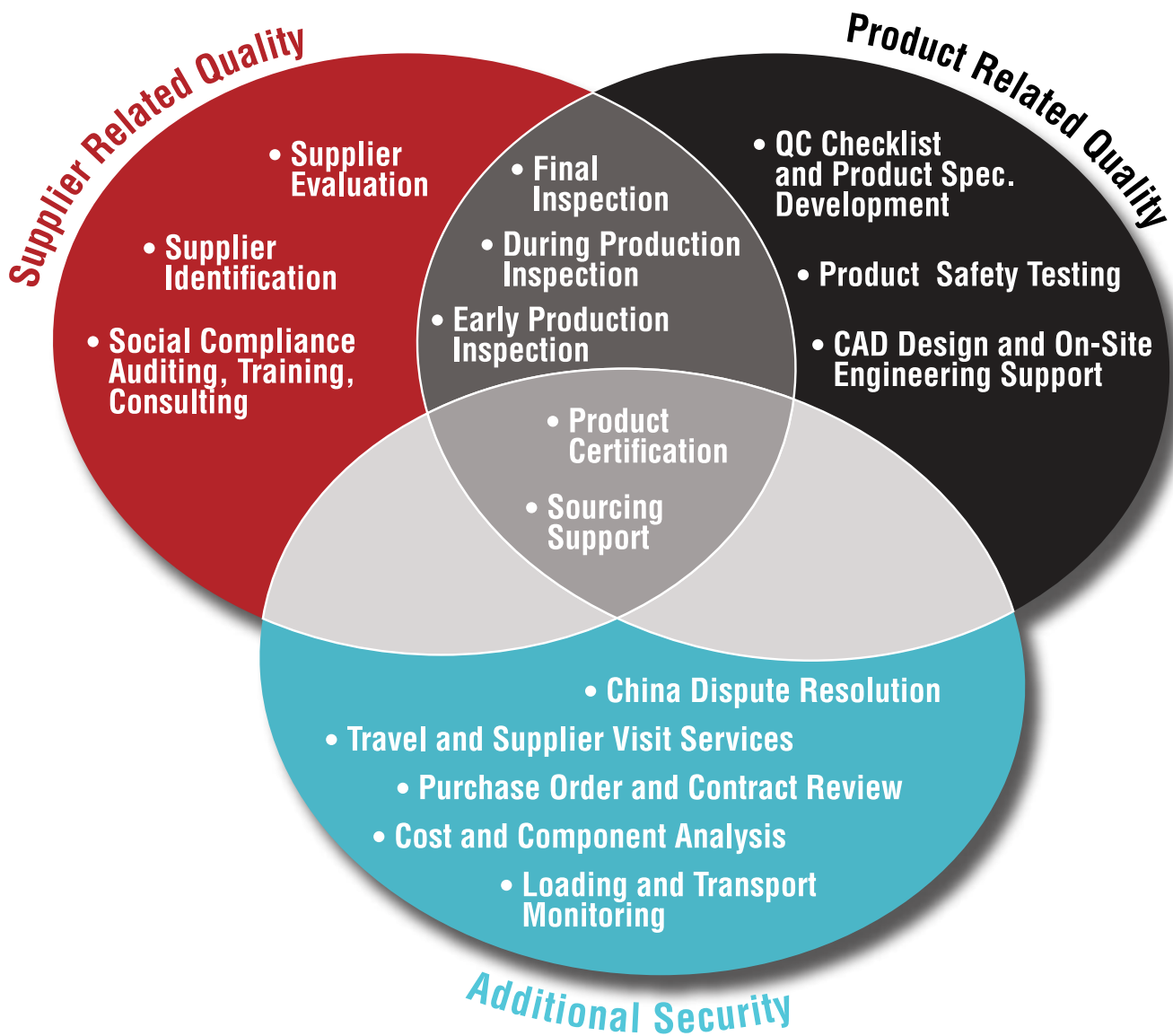
Tired of always having shipments arrive at the last minute or late due to unanticipated quality issues or failed inspections and tests? InTouch will help you prevent such situations and the delays that result from them by helping you manage the entire manufacturing timeline. We know that what separates the most successful companies in China sourcing from the rest is an ability to monitor and respond to quality issues at the outset. See diagram below.



Your China Manufacturing Solutions

“ InTouch was able to assist us from the product planning phase right through to the delivery in the US, allowing us a defect-free production run and a successful (and on-time) product launch. ”

Mike Michelini, SEO, Electrapour



Supplier Identification and Sourcing Support

TIMELINE INDICATOR

1 2 3 4 5

InTouch gives clients a clear-cut competitive edge in the marketplace by helping them identify the most professional manufacturers in Asia. The ability to find the best Chinese suppliers and access them directly is what has distinguished the global sourcing process for successful brands, importers and retailers, and this is what InTouch provides. We know that when it comes to factories, it's important to find the right one for your specific needs. The key to a successful China sourcing program is finding a factory that is a good fit for your product category, volumes, R&D needs, price structure, and logistical requirements. As a 3rd party quality company and not an agent or trading company, we maintain a completely neutral relationship with any factory we introduce a client to. Therefore, we always act exclusively in our client's interest and with total transparency; a rarity in China. That translates into lower product costs, easier communication, and more control throughout your sourcing process.

InTouch gives clients a clear-cut competitive edge in the marketplace by helping them

On a project basis, InTouch assists you in identifying manufacturers in Asia that match your needs. Our knowledgeable staff organizes factory quotes, reviews samples, checks product specifications, and reviews factory-provided testing reports. Our QA teams initiate product testing, develop quality guidelines (bi-lingual and signed off by the factory), perform on-site visits to the factory, and become an identifiable presence of your company in China. InTouch has the experience and legal partners in all major Chinese cities to ensure that your purchase orders, contracts, and non-disclosure agreements are drafted correctly and are adequately binding on manufacturing partners. For both a newcomer sourcing from China, or an experienced buyer who is looking to cut costs while improving quality, InTouch provides a low-cost and highly effective alternative to managing one's own China office and the security of knowing that experienced China manufacturing professionals are looking out for you 24/7. Supplier Development often incorporates other core InTouch services, including:

“Working with InTouch lets us ensure we work only with quality suppliers whose product meets industry standards.”

Brenton Harris

Managing Director, Tiger Pacific International



Feature Check

- QC Checklist Development
- Supplier Evaluation
- Social Compliance Auditing
- Purchase Order and Contract Review
- Cost and Component Analysis
- Product Testing and Certification
- Comparison Testing (Benchmarking)
- CAD Design and Review
- Translation Services
- China Dispute Resolution



Supplier Evaluation

TIMELINE INDICATOR

1 2 3 4 5

Regardless of what a supplier tells you about his company, it's imperative due diligence to commission your own first-hand investigative report for any factory or company in China you are considering working with or have already started buying from. An InTouch Supplier Evaluation will give you an up-close look into a manufacturing site's capabilities, organization, management, and quality controls. Supplier evaluations are based on internationally recognized ISO 9001 standards, evaluating and rating the facility in nine individual criteria including production equipment, capacity, quality control, testing, safety, social compliance, material supply chain,

infrastructure, organization, cleanliness, business registration, and management. We can customize evaluations to answer specific concerns you may have and look more closely at specific areas of the factory that are relevant to your project. A Supplier Evaluation may also include meetings with factory management to explain an idea or product concept and obtain feedback. Our reporting covers exactly what you need to know in order to make a decision about using a particular supplier. InTouch staff review the findings with your team in detail and assist you with any follow-up questions you may have. Key elements of a Supplier Evaluation are:

Feature Check

- Provides a detailed yet easy to understand overview of a supplier's capabilities
- Factories evaluated based on internationally accepted ISO 9001 standards and rated on a variety of key criteria
- Evaluations fully customizable and designed to answer your specific questions about a facility
- InTouch findings reviewed with your team in detail and assist with any follow-up needed

Product Certification and Testing

TIMELINE INDICATOR

1 2 3 4 5

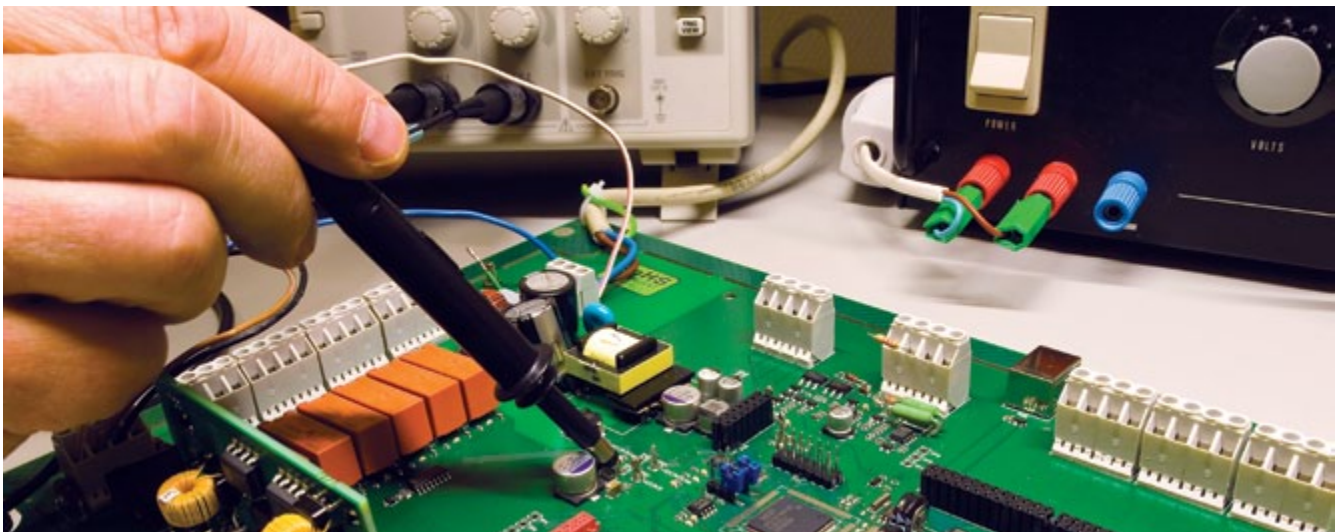
InTouch's lab testing solutions provide exhaustive due diligence to limit your company's risk for liability and ensure that your products meet all legal and safety requirements. The result is tangible documentation proving that your product underwent comprehensive

testing, performs as expected, and is safe. We work exclusively with ISO Certified labs and also perform testing in-house, covering a wide range of certifications and standards, including ASTM, ANSI, UL, ETL, FDA, and CSA. Examples of the kinds of product testing we perform include:

Testing Categories

- Food-grade Material Testing
- Product Performance and Endurance Testing
- Shock and Transport Testing
- Product Safety Testing
- Textile and Fabric Testing
- Toy and Child Safety Testing
- Electrical Testing
- Kitchenware, Housewares, and Cookware Testing
- Product Lifecycle and Benchmark Testing
- FCC, UL, CSA, CE, ISO, and other product certifications

Testing protocols are customized based on your product. Contact us for more information.



QC Checklist and Product Specification Development

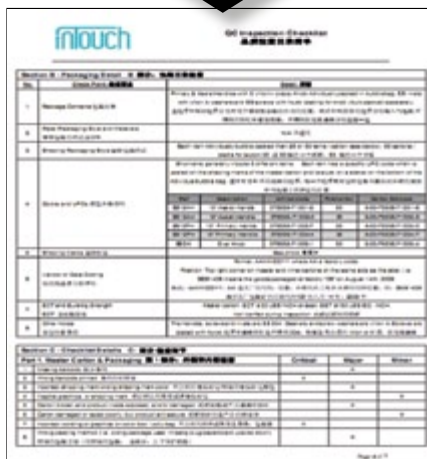
TIMELINE INDICATOR

1 2 3 4 5

Do you feel like your sourcing operation is lacking identifiable and clearly communicated quality requirements and safety testing standards? InTouch can provide you the same competitive advantage that we have provided major US brands and importers for years through detailed yet easy to understand product quality checklists. InTouch QC checklists have been recognized industry-wide as being some of the most complete and effective documents of their

kind, integral to the sourcing process for companies that are focused on quality. QC Checklists document the requirements and expectations for your merchandise in regard to product materials, performance, safety, potential defects, and packaging. In addition to this, creating product specifications will empower the factories you work with by providing clarity in regard to expectations. These documents are drafted in both English and Chinese, a technique which we have found highly effective for getting Chinese factories to “buy in” to the quality process; a major step in creating

healthy and quality-focused supply chains. Having such documentation allows our clients the freedom to switch factories quickly if needed, and not ever feel hijacked by or overly invested in one manufacturing partner. Furthermore, InTouch QC checklists allow you to clearly communicate your product’s strengths and capabilities within your organization with a high level of professionalism, and provide sales staff a powerful tool to show potential clients your regard for quality.



Social Compliance Auditing Training and Consulting

TIMELINE INDICATOR

1 2 3 4 5

InTouch has worked with hundreds of factories in China to ensure that their practices, facilities, and paperwork are consistent with the requirements of major retailers such as Wal-Mart and JCPenney. More importantly, InTouch will work hand-in-hand with your team and the factories that supply you to ensure that suppliers are engaged in fair and legal employment practices, are not causing unacceptable damage to the environment, and are organizations that you would be proud to call partners. InTouch employs several SA8000 Social Accountability certified auditors who work on your behalf to:

Service Overview

- ✓ Access the compliance level at the facility
- ✓ Identify specific areas of concern and deficiencies that need corrective action
- ✓ Train factory management and ensure that it can implement corrective action plans
- ✓ Constantly call, email and communicate with the factory to ensure that corrective actions are in progress
- ✓ Follow-up with future site visits to reassess the compliance level and check the progress

At all points in the process InTouch staff is on hand to report back to you on the status at the factory and address your questions and concerns. Key elements of our Social Compliance programs include:

Feature Check

- ✓ Based on internationally recognized SA8000 standards, in-line with major retailers such as Wal-Mart and JCPenny
- ✓ Certified Social Compliance auditors work hand-in-hand with factory management to ensure that deficiencies are rectified
- ✓ Customized programs will allow you to say with confidence that you only work with the most socially compliant, legal, and environmentally responsible manufacturers in China



Purchase Order and Contract Review

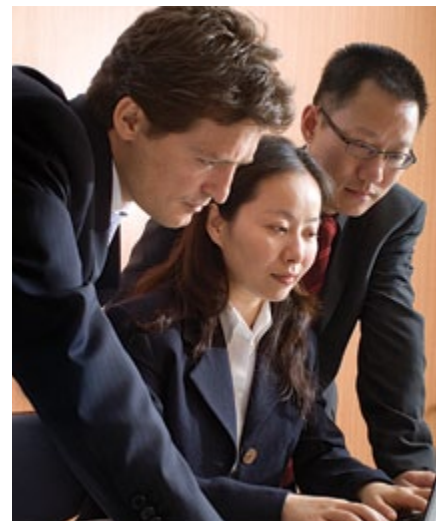
TIMELINE INDICATOR

1 2 3 4 5

Every year InTouch reviews hundreds of purchase orders and contracts between overseas buyers and Chinese companies. We understand how well drafted documents will not only communicate your requirements more clearly, but protect you from being taken advantage of. Our experts will ensure that your paperwork is created correctly, signed off by your suppliers, and includes important details such as holding the factory responsible for failed product testing fees and re-inspection costs. We ensure that the agreements you are entering into with suppliers and other parties in China are reviewed by local attorneys, are binding, and are in your interests. Key elements of this service include:

Feature Check

- ✓ Confirmation of order details with your suppliers
- ✓ Ensuring the factory understands and is producing what is expected
- ✓ Trading contracts reviewed by local attorneys and guaranteed to be binding
- ✓ Holding factories responsible for the costs of re-inspections and product certification



CAD Design and On-Site Engineering Support

TIMELINE INDICATOR

1 2 3 4 5

InTouch works with a network of local and international engineers and product designers who are experienced working with Chinese manufacturers. With this support we allow our clients to solve technical product emergencies and avoid tooling defects. We regularly help our clients to:

Feature Check

- ✓ Reverse engineer products and parts based on an existing sample
- ✓ Review CAD drawings against existing products for accuracy
- ✓ Advise on a proposed product's manufacturability
- ✓ Assist in tooling, prototyping, and general production support



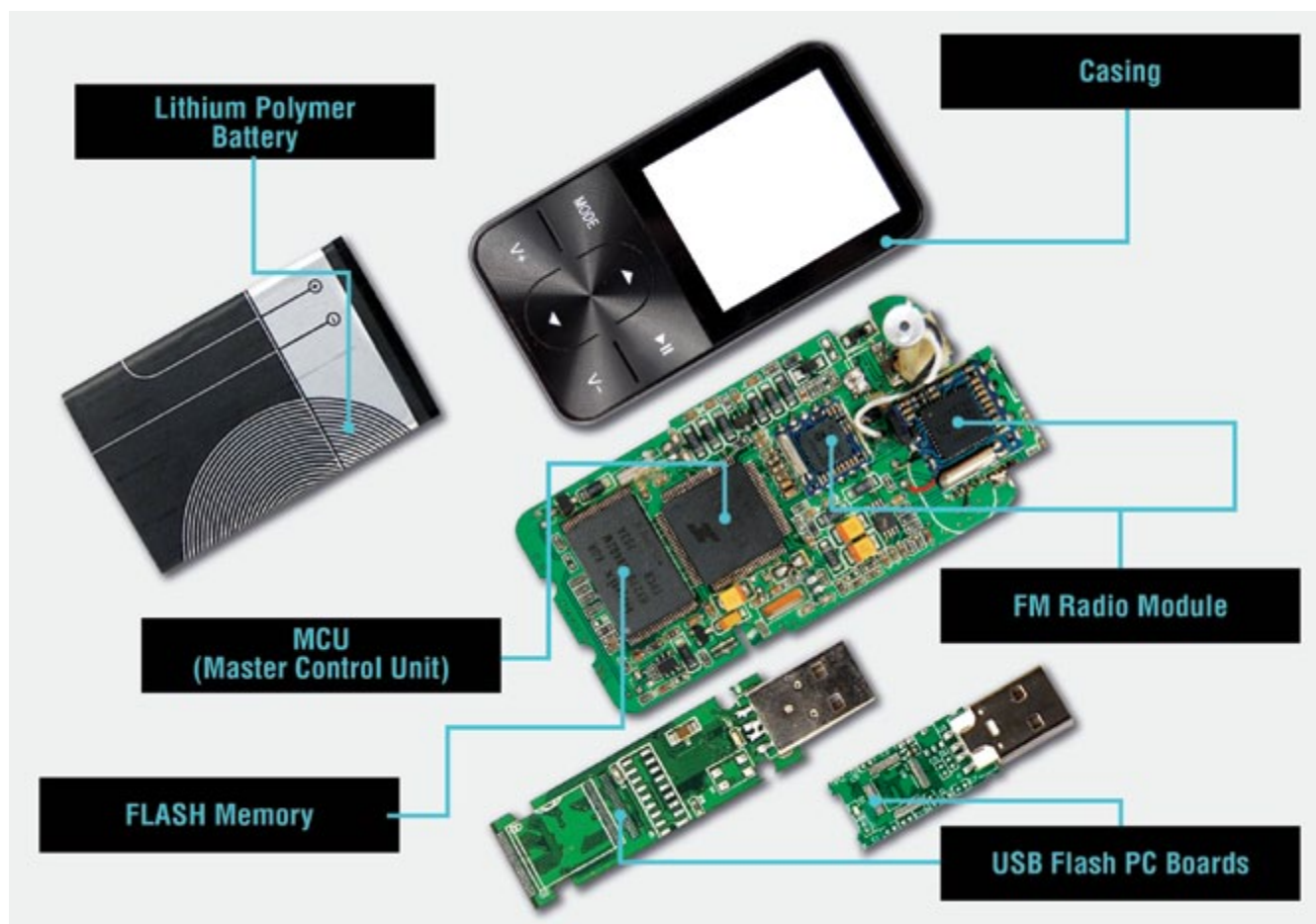
Cost and Component Analysis

TIMELINE INDICATOR

1 2 3 4 5

InTouch breaks down and determines the manufacturer's cost on every component of your product. Our reports show you each component, compared with the product's BOM (which we will obtain from the factory), demonstrating where

you can cut costs and giving you a transparent view of your supplier's margin. If you suspect that you are not getting the best price possible or want to add price transparency to your buying, Cost and Component Analysis is a powerful tool. We effectively save our clients millions of dollars each year with this service.



Early and During Production (DUPRO) Inspection

TIMELINE INDICATOR

1 2 3 4 5

The most effective way of preventing last minute quality related delays is by inspecting and monitoring the product early in the manufacturing process. By initiating a rigorous inspection weeks or even months before your shipment is due, we can ensure that the quality and timely

delivery of your merchandise is never in jeopardy. DUPRO and Early Production Inspections not only check the initial products coming off the line in a manner consistent with our Final Pre-Shipment Inspection techniques, but also check and document the status of raw materials, components, and partially finished goods. You will receive a report containing information about production

flow, equipment use, production capacity, and any potential issues or bottlenecks -- all in an easy to understand format. After reviewing the findings with you, we will help you take any necessary corrective or preventative actions, ensuring that next-steps are understood and implemented by factory management. Key elements of DUPRO and Early Production Inspections are:

Feature Check

- ✓ The most effective way of ensuring product quality and preventing last minute delays – know ahead of time about potential issues and correct a small problem before it turns into a big one
- ✓ Rigorous inspection of the initial finished product AND raw materials, components, and partially finished goods
- ✓ Clear presentation of the production flow, equipment use and production capacity
- ✓ InTouch ensures that necessary corrective actions are well understood by the factory and will be implemented
- ✓ Reporting allows you an in-depth understanding of the manufacturing process – increase the knowledge-base within your organization

Final Inspection

TIMELINE INDICATOR

1 2 3 4 5

A Final Pre-Shipment Inspection lets you rest assured that the goods you're receiving are of excellent quality and that you will not need to re-inspect or deal with quality issues once they reach their destination. InTouch's expert team of American, European, and local QC inspectors are dispatched to the factory and inspect your merchandise based on internationally recognized AQL (MTL-STD 105) standards. Goods are reviewed rigorously on-site through a variety of industry standard tests and measurements to ensure that the material, performance, function, and overall quality meet your specifications. If you are unsure of what specifications should be met, senior InTouch QA staff will develop and

implement industry accepted standards on your behalf. Final Pre-Shipment Inspections generally take place when 80 – 100% of the goods have been completed by the factory, just prior to shipment. Within 12 hours of our inspection, you will receive an ACCEPTED, HOLD, or REJECTED rating for your shipment, including information about any failures. A full inspection report with photos is issued within 24 hours of the inspection, giving you an in-depth look at the product, packaging, and testing performed. At every step in the process, InTouch staff are standing by to answer your questions and get involved at the factory on your behalf to help deal with any quality or production issues. Key elements of a Final Pre-Shipment Inspection are:

“The product inspection, QC checklist development, and production monitoring services we received were truly a cut above those of inspection companies we had worked with before.”

Simon Gollidge

Procurement Director, The Continuity Company

Feature Check

- ✓ Initiated when 80 – 100% of the merchandise is complete
- ✓ Goods inspected based on industry standard AQL (MTL-STD 105)
- ✓ Rigorous on-site testing of material, performance and function
- ✓ Performed by American, European and local expert QC teams
- ✓ Ensures, prior to shipment, that goods meet quality expectations
- ✓ InTouch ensures that necessary corrective actions are well understood by the factory and will be implemented



Loading and Transport Monitoring

TIMELINE INDICATOR

1 2 3 4 5

InTouch QA teams go on-site at the factory, port, or other 3rd party logistics area to ensure that your goods are handled with care throughout the shipment process. We help protect you from theft, mishandling, and incorrect loading of your goods. You receive detailed reporting with photos that trace the movement and handling of

your goods. We have monitored the transport of everything from oversized gas tanks for use in the petroleum industry to cookware en route to Sweden. This service is particularly valuable for those engaging in shipping a product for the first time, or when there are detailed loading criteria which if not met could result in serious financial loss or damage to your reputation. Key elements of Loading and Transport Monitoring include:



Feature Check

- Protects you from theft, mishandling or incorrect loading of your goods
- Ensures perfect loading and delivery when goods are being shipped directly to your own client

Travel and Supplier Visit Services

TIMELINE INDICATOR

1 2 3 4 5

Do you ever feel like there are some things you're not seeing when you travel with your trading agent? There are. If you're ready to stop being smothered by your agents and factories on your China trips, and travel comfortably and eat on your own terms, then contact

InTouch and we'll make it happen. You'll receive the highest level of service and support for all your travel needs in China, including transport, accommodations, translators, personal assistants, and more. We're arranging such travel for both ourselves and our clients on a daily basis so there's no one more professional you can turn to.



China Dispute Resolution

TIMELINE INDICATOR

1 2 3 4 5

If you are involved in a dispute with a Chinese manufacturer, agent, or trading company, having experienced and local support on the ground in China is a must. InTouch works with trusted at-

torneys, both American and Chinese, who specialize in such issues. Engage InTouch and rest assured that every possible action is being taken to protect your interests and that you have the most professional staff on your side. Key elements of our China Dispute Resolution service are:

Feature Check

- Work with professionals who are sensitive to your relationships, but can still negotiate in your best interests
- Support from both local and international law teams allows you the best representation in China





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