

THE VALET ADVANTAGE

Designed to Serve You. A Record of Performance you can Trust.

COMPANY PERFORMANCE

Updated February 2010

Customer Survey Feedback – June 2008 through December 2009:

- **97.7 %** of our customers stated that Valet met or exceeded their expectations.
- Valet designers received an overall rating of **4.52 on a scale of 1 – 5**. Designers are graded on listening skills, consultative approach, product knowledge, design expertise, and follow-through.
- Valet installers received an overall rating of **4.7 on a scale of 1 – 5**. Installers are graded on arrival time, courteousness, work ethic, cleanliness, and quality of installation.

Design Team:

- Valet designers have an average of **15 years** industry experience: **4+ times** the national average.
- All Valet designs are presented in CAD (computer aided design) drawings which virtually eliminate the confusion and misunderstandings associated with hand drawings.

Customer Service:

- We commit to a specific installation date(s) and have a **96.6 % On Time** delivery record. Every installation date is confirmed in writing.
- Our customer service department can be reached **24/7** via our online service request form. All service requests are responded to within **48 hours** and typically within **24 hours**.

Environmental Awareness:

- Valet Custom Cabinets and Closets manufacturing facility is licensed under the Composite Panel Associations Environmentally Preferred Product Downstream Program – EPP 95. **Over 95%** of the material used to make Valet Custom's products comes from pre-consumer recycled materials.
- LEED (Leadership in Energy and Environmental Design): Valet products can contribute to MR (Materials and Resources) LEED Credits 4.1/4.2.
<http://www.usgbc.org/ShowFile.aspx?DocumentID=855>
- Valet Custom uses only Melamine edge banding tape on its laminate furniture and closet systems vs. the industry standard PVC tape. Melamine tape is environmentally friendly and does not include lead or chlorine, both of which are contained in PVC.

Safety First:

- Valet's production and installation teams have been injury free since December 2007. **548 work days** and counting!

Please Scroll Down

THE VALET ADVANTAGE

Designed to Serve You. Innovation that Differentiates.

OUR PRODUCTS

Updated February 2010

General Product Features and Facts:

- Valet's laminated furniture and closets use only **eco-friendly non-fading/non-yellowing melamine edge banding tape**. Most competitors still use PVC tape.
- Limited lifetime warranty backed by Valet's **30 + years** of continuous performance.

Furniture:

- Discrete 1/8" diameter adjustable shelf holes vs. larger industry standard 1/4" holes.
- No exposed hardware, including external adjustable shelving.
- Soft close drawer track and door hinges throughout.
- Unique and proprietary products created and sold exclusively by Valet Custom.

Wall Beds: *The Bay Area's leading wall bed specialist*

- Over **4,000** installations to date.
- **15** separate sizes and styles.
- Featuring Valet's proprietary wall bed table.
- Unlimited custom configurations.
- Every installation completed by a Certified Valet Custom installer who has successfully fulfilled our training requirements and has a minimum of 2 years experience.

Closets: *Three separate lines to meet anyone's style and budget*

- **Valet Basics** – Budget priced with the quality and service Valet Custom is known for.
 - ◆ Guaranteed installation within two weeks
- **Valet Classic** – Offers added elegance and storage with our exclusive Valet features
 - ◆ Locking adjustable shelving
 - ◆ Decorative continuous tops with no exposed hardware
 - ◆ 16" deep system vs. industry standard 14" deep
- **Siena Collection Distinctive Closets** – The ultimate in luxury.
 - ◆ All wood construction – multiple species and finishes
 - ◆ 1 1/8" thick partitions and shelving
 - ◆ Fine wardrobe features throughout

Garages: *Maple Melamine same price as white*

- Metal dowel construction – no staples
- 1" thick shelves, tops and bottoms vs. industry standard 3/4"
- 1 mm thick edge banding vs. industry standard 0.4 mm thick