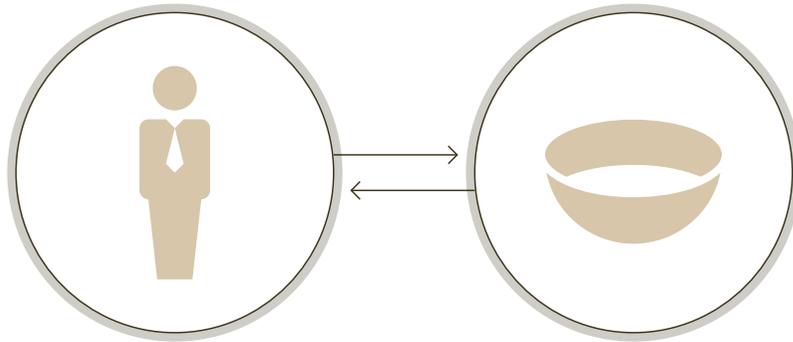


gaya

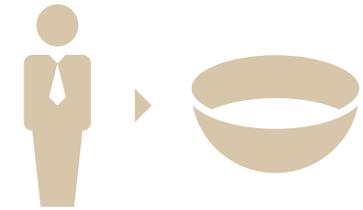
CERAMIC AND DESIGN

STEPS OF A PROJECT

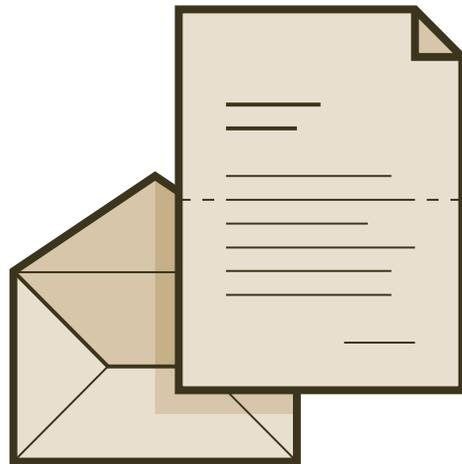
Client



Gaya
Ceramic and Design



01 Project's acquisition



Gaya receives a client's project development request which includes **customized aesthetic** and **technical specification.**



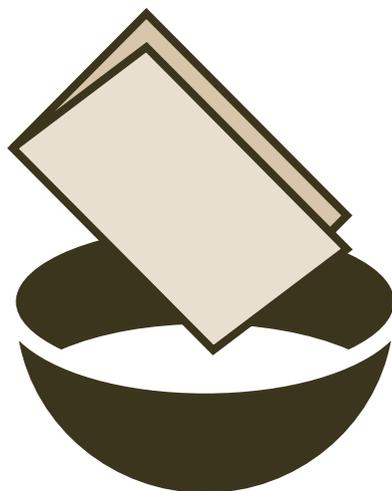
02 Project's Technical evaluation



Gaya's **project feasibility analysis**, general idea suggestions and/or modification.



03 Project's acceptance

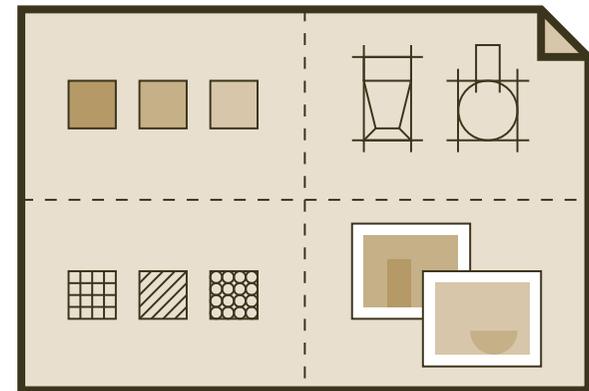


Gaya **accepts the project** and defines its internal Operative Guidelines for Client's understating and agreement.



04 Mood proposal

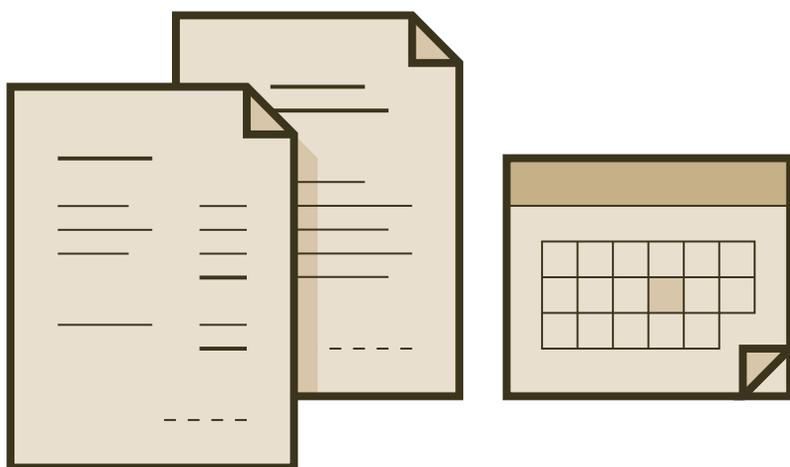
Gaya's **presentation of the project** with a mood board which normally includes a color/texture range, sketches and pictures (of similar creations) for general orientation.





05

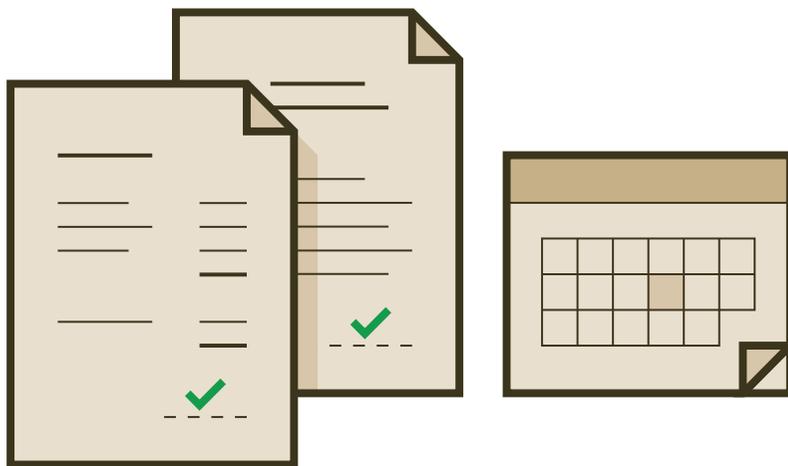
R&D fee, production price and term and conditions assessment



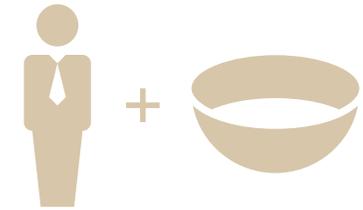
Gaya's submission of a precise Research and Development (R&D) fee offer (for sample production), an estimation of future production prices (for cost effective evaluation), a possible delivery deadline and specific payment and shipment terms and conditions.



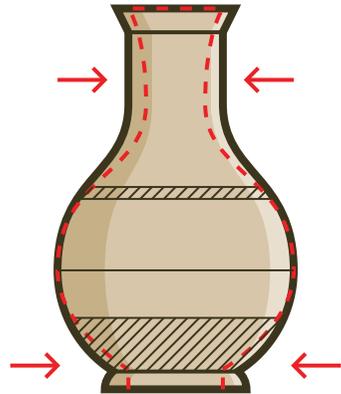
06 R&D routine approval



Client's R&D fee clearance is the **consent to proceed** with sample production based on mood proposal and technical specification.



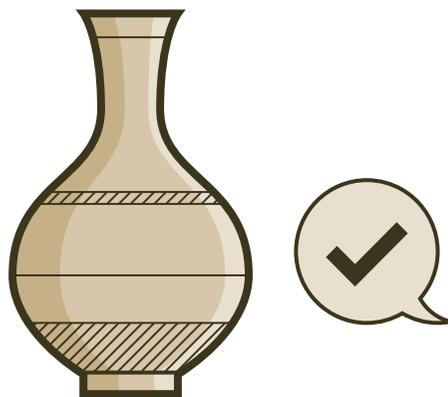
07 Sample revision



Gaya's **adjustment of samples** if the aesthetic and technical specifications don't match client's expectation.



08 Sample approval



Client **confirms to produce** accordingly to the final master sample submitted.



09 Issue of Directory List

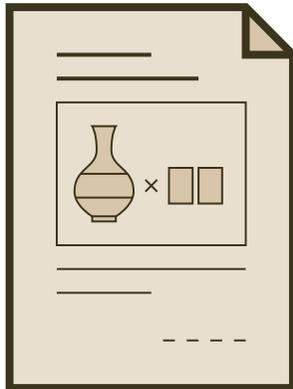


Gaya's classification
of the items in their final details
and official **production prices**.



10

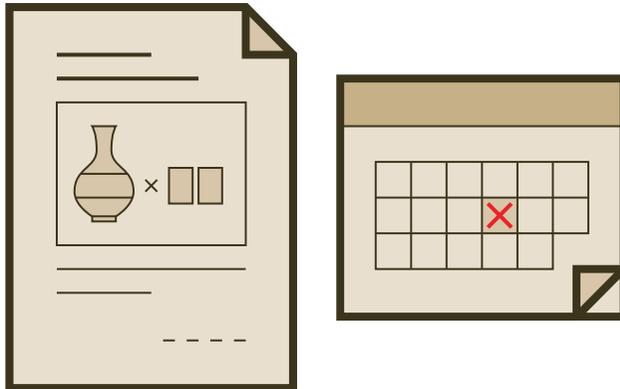
Order confirmation Issue of Production Order (P.O.)



The Client, using the above directory list details, **orders** to Gaya to produce with specific quantity.



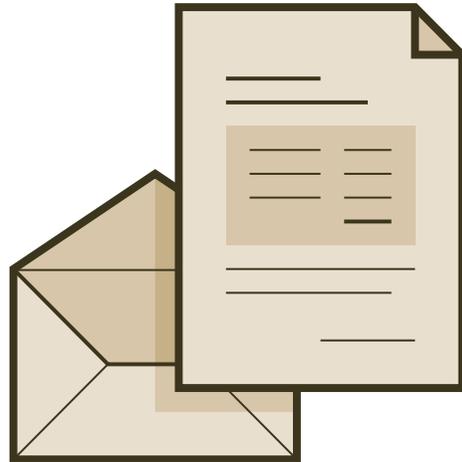
11 P.O. confirmation



Gaya **confirms the order** and defines a delivery deadline.



12 Issue of Proforma Invoice



Gaya issues a **proforma Invoice** in order to receive the order's deposit payment.



13

Deposit remittance

Client's deposit payment is considered as the **official order confirmation** and if late could cause a production deadline postponement.



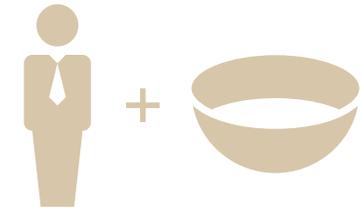


14

Production progress

Gaya's daily **monitoring of production** accordingly with detailed technical drawing, production reports and master samples.

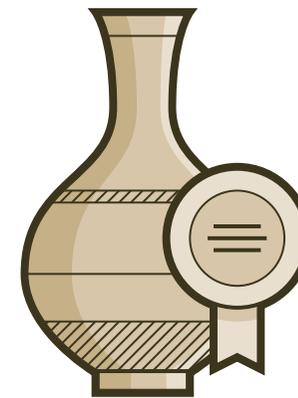




15

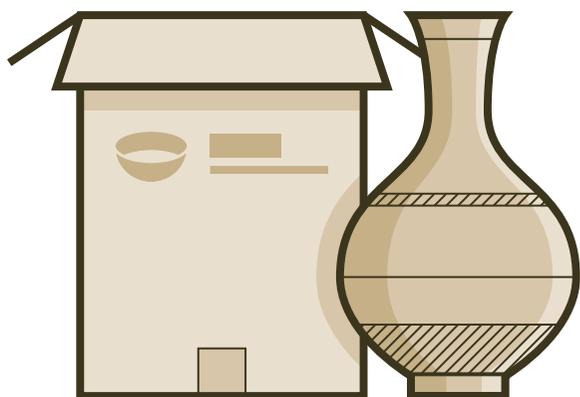
Production outcome and Quality Control

Gaya's QC (or Client's QC)
in agreement with
technical specification,
master samples
and general aesthetic.





16 Logistic

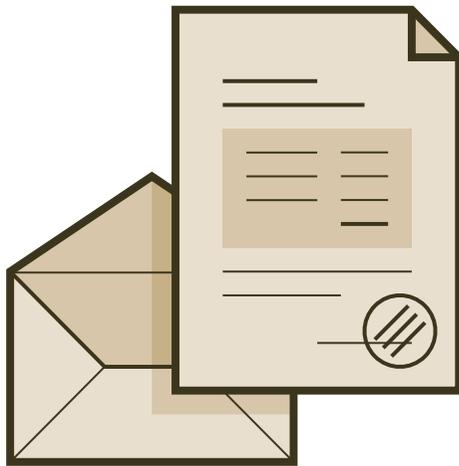


Gaya manages **handling, packaging and shipment preparation** accordingly with international standards and with additional Gaya's care.



17

Issue of Official Invoice



Gaya issues an **official Invoice** in order to receive the order's balance payment from the client.



18

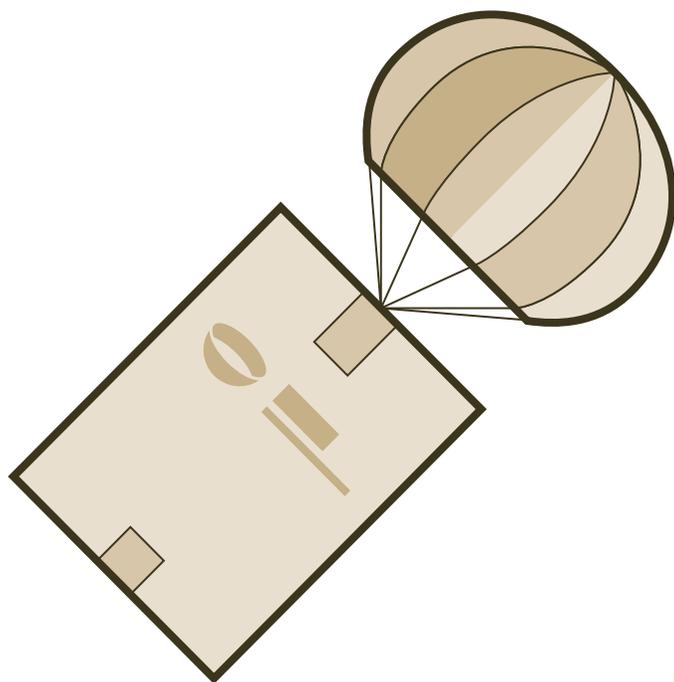
Balance remittance

Client's balance payment is considered as the **official order conclusion** and it release the goods from Gaya's warehouse. If late could cause a shipment postponement.





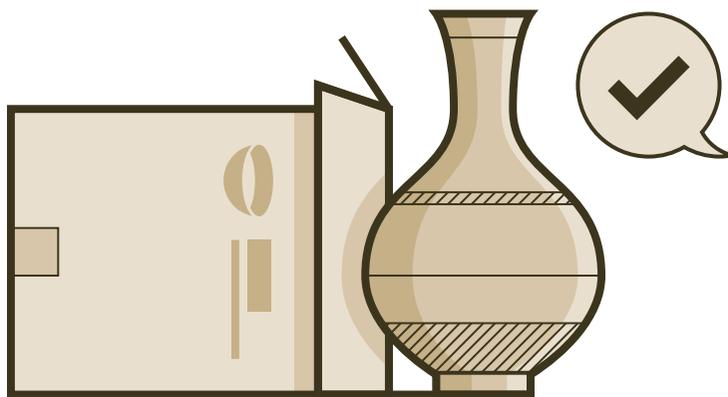
19 Delivery



Based on client's demand the **goods are shipped** accordingly (FCL, LCL, by sea, by air).



20 Confirmation from the client

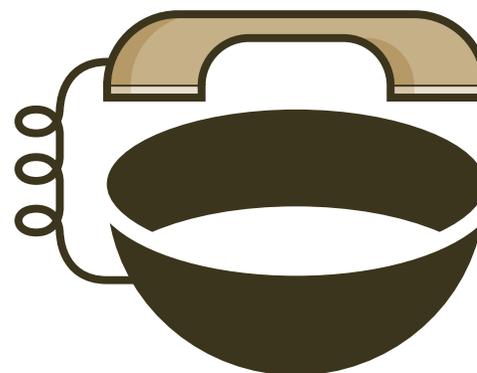


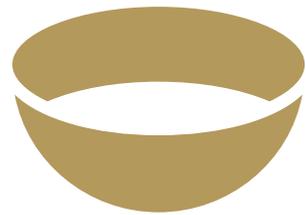
The goods **are received** by the Client and their quality is approved and appreciated.



Customer care

Gaya's **follow up of any raising issue** with fast, proactive and kind feedback.





gaya

CERAMIC AND DESIGN