



10 REASONS WHY YOU WANT TO USE IMSS INTERIORS

1. OPENINGS ARE NEVER DELAYED.

A member of the IMSS team attends every Model Room and production run installation to ensure the installer's get it right. The result is a very successful, trouble-free, and time saving review, and with regard to the production run, any problems can be identified and resolved sooner.

2. IMSS PROVIDES UNIQUE INSTALLATION TOOLS

We have created a brand specific installation guide, based on our extensive experience. This is particularly valuable for projects that involve a lot of "built in" features.

3. AN IMSS TEAM MEMBER IS ASSIGNED TO EACH PROJECT

This additional level of involvement improves coordination with the other trades and suppliers.

4. THE IMSS TEAM HAS THREE PRODUCTION MANAGERS.

One is located permanently at our factory in China. We also have two Production managers that shuttle back and forth to China every 3-4 weeks who are intimately involved with all our projects and available in the USA during USA working hours. A great tool to expedite design issues. Faster resolution and final approved S.D. which means staying on schedule for opening.

5. IMSS WILL STEP IN AND DO THE DIFFICULT JOBS WHEN OTHERS FAIL.

Beyond our quality and experience, the comments from hotel operators such as Hilton Harrisburg, Hilton Omaha, Hilton San Jose, or Aloft Beachwood Ohio, where we were asked to jump in and finish the project where other vendors had failed; and then Florida, NYC, Tampa, all confirm that IMSS Interiors is all about service and getting the customer what they want. We are willing to work additional shifts as well as weekends and holidays to meet desired schedules. This extra effort avoids lost revenues and interest costs.

6. IMSS PROVIDES EXTRA MATERIALS TO EXPEDITE REPAIRS TO ANY DAMAGED PIECES

This includes extra HPL and fabric materials along with touch up color kits with the production shipment, so that if other trades damage our items in shipment or onsite, the materials are already there for immediate repair.

7. IMSS CONDUCTS AN ANNUAL REVIEW OF PROJECTS TO MAINTAIN QUALITY

To protect the Owner's investment IMSS offers a customer service program where an IMSS staffer flies in annually and attends to any non-performing casegood issue in order to ensure the longevity and beauty of our casegoods.

8. IMSS USES ONLY USA CERTIFIED WILSON ART HPL (high pressure laminate).

Wilson Art HPL is known for its rich deep look and durability. Where low cost melamine used by many fabricators wears, scratches and dents easily - HPL is more durable, long lasting and fire retardant. If an Owner plans on selling the property in 3-5 years it won't look tired and worn out.

9. IMSS WANTS YOUR BUSINESS

We will do whatever it takes to make you and your client happy.