

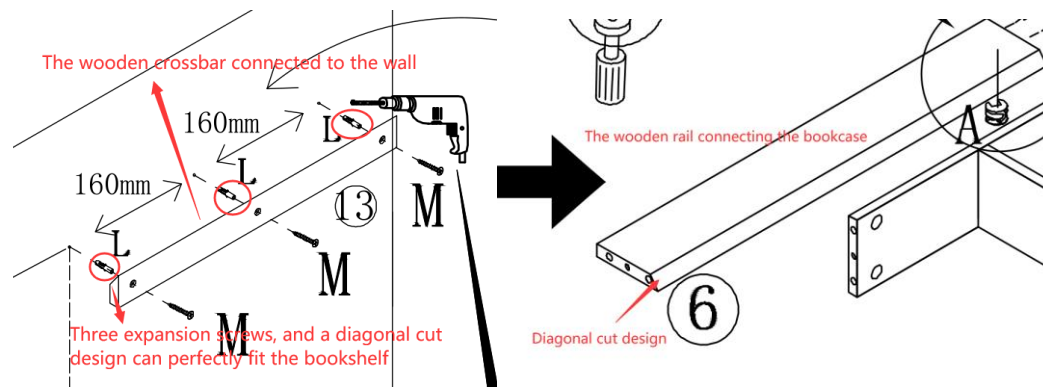
We have received a few customer reports about a product that you carry: the Floating Desk with Hutch .
Customers have reported issues with the product falling off the wall. We'd appreciate your help answering a few questions:

(1) Have you heard or been made aware of similar issues regarding this product? If so, have you taken any steps to address these issues?

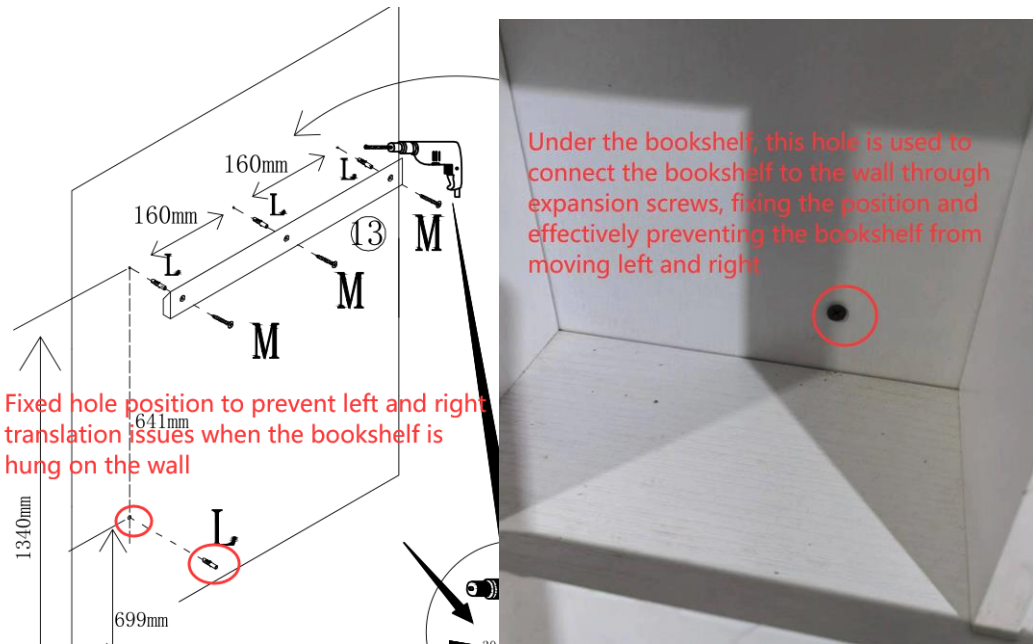
Answers for question one:

1. Our company has not received any customer complaints about these models of products falling off the wall. Our products design features two assurance measures to prevent the product from falling off the wall:

A) The wooden rungs used to connect the wall are tightly connected to the wall using 3 expansion screws, and the upper part of the wooden rungs is designed with an oblique cutout, and the lower part of the wooden bar connected to the bookcase (also an oblique cutout) Corner cutout design) can be stuck perfectly and will not fall off.



B) In order to prevent the risk of the bookcase moving left and right when it is hung on the wall, we have designed fixing holes at the lower part of the bookcase. We also use expansion screws to fix the position of the bookcase after it is hung. This design prevents the bookcase from coming loose due to movement from side to side.



2. We have been conducting load-bearing tests on this product after it is hung on the wall (as shown in the picture below). The desktop has a load-bearing capacity of 25KG when unfolded, and the wall-mounted cabinet displays a weight of 10KG based on daily use. The test results are very stable and will not fall off.



(2) Can you please provide all testing documentation you have from a third-party lab demonstrating that the product has been tested to all necessary standards?

Answers for question two:

Since this product has not received any feedback from customers about safety hazards since its production and sales, and the factory has been conducting load-bearing experiments, no third-party testing has been carried out at present. However, considering the concerns of customers, the factory has urgently arranged for third-party testing. But it will take some time to get the test report.

(3) Finally, I would request that you also provide assembly instructions and note if there have been any recent manufacturing or design changes for this product.

Answers for question three:

Please see the attachment for the electronic version of the instruction. The double insurance measures we mentioned in the first question are all included in the instructions. There have been no manufacturing or design changes to this product.