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## CASE STUDY

### UL and ETL Certifications for an American Lighting Fixtures Retailer

#### **BACKGROUND OF THE CASE**

Our client is a reputed company in California, USA with extensive years of business experience in sourcing of luxury urban lighting fixtures. As a company, they are focusing their time and resources on diligent product sourcing, best-in-class product content for a superb customer/shopping experience and giving back a portion of all sales to the community. The client finalised a supplier from North India in 2021 to supply lighting fixtures with UL or ETL certification. The supplier, who once had UL registration, had to be asked to apply for a re-registration.

#### **OCTAGONA'S ROLE/HOW DID OCTAGONA HELP?**

Octagona was given the mandate to support the client and the supplier in acquiring the UL or ETL certification for their products by clearly understanding the requirements of these registrations.

Octagona executed the following steps to meet the client requirements:

- ❖ Enquired UL India and ETL India teams regarding the registration fees, recurring fees, timelines and any other important terms and conditions.
- ❖ Prepared the report on both (UL & ETL) certifications about the fixed charges, recurring or variable charges, factory inspection costs and other allied matters.
- ❖ Organized the virtual meeting between the client, supplier and UL India certification expert.
- ❖ Co-ordination with all the parties to ensure smooth certification process.

#### **FINAL OUTCOME/IMPACT OF OUR ACTIONS AND OUTCOME.**

- Client decided to go ahead with UL certification for the products sourced from the supplier.
- Octagona remained fully involved in follow discussions with all parties to ensure client satisfaction.





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