

Frequently Asked Questions

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5. Do you make sneeze guards for buffets and food lines for restaurants?
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7. I need more assistance for my project. Do you offer field on-site visits by qualified sales design specialists?
8. My Restaurant, Bar, and/or Office needs other work done. Do you offer for example reception, tables, specialty cabinets, or booths with PPE safety partitions built in?
9. What are your terms, and what payment methods do you accept?

Question 1 - *How long does the process take?*

Depending on your options chosen:

Our **Ready Made Designs** items typically ship within 3 working days. Please allow 1-2 days for proposal approval, payment, and set up of shipping methods. In total, please expect the process to take 4-6 working days and allow for transit time.

Our **Custom Designs** with made to order sizes can ship in 1-2 weeks after proposal approval. Please allow 1-2 days for proposal approval, payment, and set up of shipping methods. In total, please expect the process to take 1-2 weeks and allow for transit time.

Our Custom Designs are endlessly configurable. Depending on your design, **unique special color, finish, or framework** models can ship in 2-3 weeks after proposal approval. Please allow 1-3 days for proposal approval, payment, and set up of shipping methods. In total, please expect the process to take 2-3 weeks and allow for transit time.

Rush orders are available. Typically an additional 30-40% premium cost will be added to your order for overtime and weekend work.

Question 2 - *Can I return if I do not like it, or it does not fit my application?*

No, we do not offer returns or cancellations at this time, no exceptions. To be sure you will be happy with your end product, we offer sample services for a small fee, please see Question 3.

We believe in transparency and trust, and would like to explain further on our no return and no cancellation policy. Often, the original packaging is lost or damaged once opened, and find that parts and pieces are unusable and unsaleable for future orders once returned. Additionally, we find that typically the return freight costs plus 25% restocking fees outweigh the credit to be received. We appreciate your understanding with this policy.

Question 3 - *Can you make samples or create unique applications that are not on your standard designs offered?*

The answer is **YES** we can. We will set up a consultation with you to discuss the number of applications or configurations you are looking for. Please request a sample design fee in our quote page. This will be in advance of the final design to cover our design departments time and effort.

Fees for a single simple design range from \$75 to \$150 per configuration. The sample will be quoted and paid for separately.

Some companies do not charge for their time, but they put their costs into the final product. We prefer to be transparent, and have found customers appreciate paying for a service and taking ownership of the end product! The good news is we are a design company that makes our own products and can also install locally as well!

Question 4 - *Can you guarantee a ship date once I approve the design and price?*

In this current COVID-19 marketplace, supply chains are interrupted and unexpected stock outs do not allow us to 100% guarantee ship dates. However, we CAN guarantee what we have control over in house. Tempered glass stock seems to be more reliable these days with a turn around of 3-4 working days to obtain for manufacturing. The short answer is **yes** for the most part, especially if you are using our in house custom glass designs.

We are finding that Plexiglass stocks out daily and weekly with long lead times of 2-8 weeks on many occasions. Our goal is to make promises we can keep by verifying availability of raw material at the time of the proposal.

Please note: Long waiting periods for customer sign off on final proposals can disrupt ship date promises. We recommend our customers to approve our proposals as soon as possible. If proposals are postponed and source material becomes unavailable, we cannot honor our original ship date promise.

Question 5 - Do you make sneeze guards for buffets and food lines for restaurants?

Yes, we do! Please inquire about sizes, shapes, and framework options for our **Custom Designs**. We make any size to order within reason, allowing for safety design parameters.

Question 6 - Do you offer delivery, off load, and installation inside my facility?

Yes, within a 90 mile radius from our factory in Garden Grove CA.

Generally speaking we can offer delivery and set up installs from San Diego, Palm Springs, Orange County, all the way to Ventura County and the Greater Los Angeles Basin.

We are also happy to quote and install outside of our 90 mile radius (considered "**out of town**") for projects starting at \$50,000 and up. We have installed projects in most states in the US including the Caribbean, Canada, Hawaiian Islands, Guam, and Mexico. Please note that these quotes normally take more time for coordination and logistics.

Question 7 - I need more assistance for my project. Do you offer field on-site visits by qualified sales design specialists?

Yes, for a time and material consult fee. Fees are as follows: 0.75¢/mile plus \$75/hour during travel and site time. Travel time is considered Portal to Portal RT from our offices in Garden Grove CA. We have a 4 hour minimum equating to \$300 plus 0.75¢/mile.

Question 8 - *My Restaurant, Bar, and/or Office needs other work done. Do you offer for example reception, tables, specialty cabinets, or booths with PPE safety partitions built in?*

Yes, we do!

We are a custom manufacturer with a full contingent wood shop that has completed well over 3,500 retail stores, offices, bookstores, churches, and specialty showrooms in the last 40 years.

Please request a quote or call today to discuss your specific needs so that we can create a design and build proposal that can also offer installation if needed. We offer one stop shopping! No need for a separate designer, contractor and/or other consultant, we do this all in house. Just need a product only? We do that too!

Question 9 - *What are your terms, and what payment methods do you accept?*

Terms vary depending on your options chosen:

Non-install orders are 100% prepaid.

Install orders are 90% paid in advance and 10% on completion.

Large **Custom Design** orders with lead times over 2 weeks:

50% deposit with the remaining 50% due 3 days before project ships.

Payment Methods:

We accept company checks by fax or scanned emails to run ACH in house. Credit cards MasterCard and Visa are accepted up to \$7,500 per order. Order forms must be filled out and sent in with a signed contract/proposal.

Please note: no verbal contracts will be accepted and orders will not be processed without completed paperwork. Lead times begin upon acceptance of all payments clearing the bank and all signed paperwork received. Confirmation emails will be sent.