

What is the process to obtain pricing?

Contact Chad Scott cws@weatoncapital.com or 641-427-8145 x151 to review requirements and determine next steps

How long does it take to get a quote back?

Most quotes are turned around within 48 hours depending on complexity of design

Do you provide samples and is there a cost?

Samples can be provided and may include a cost to purchase material and fabricate. Once the request is reviewed, we will make a collective decision on how to proceed

How long does it take to get a sample?

Most samples are turned around within 1 week depending on complexity of design and material specified

Do you purchase the materials required to make the design?

We purchase the materials needed to provide a fully fabricated design. In some cases, the customer will send us the material so our price would only include design & fabrication

Do your products have a warranty?

Our products do not carry a warranty

Can my customer return your products?

Customers can only return products if there is a material defect on our part

How long is a quote good for?

A quote is good for 90 days unless otherwise specified

Do you install the product?

We do not install any of our products

How much are your design fees?

Design fees are \$120/hour and included in your quote. After 2 revisions additional fees will apply

Will you replace product that is defective?

We will replace product that is defective in an expedited manner

Do your prices include shipping?

Our prices do not include shipping

Are there packaging/crating fees?

Packaging/crating fees are additional

What are your payment terms?

Our payment terms are 50% deposit on order with balance due net 30

Who bills the client?

Creative Edge will bill clients directly

Can my client call you directly?

Clients are free to call us directly and we will alert the appropriate salesperson when they do

Will you provide a price to my competitor?

We will not provide a price to your competitor. All Terrazzo Tek products are distributed solely by T&M

Do you ship overseas?

We can ship overseas if required

Do you offer plant tours?

We welcome and encourage tours