

## PROCESS

### How do I initiate a custom design project?

Contact Kevin Thornburg [kevin.thornburg@creativeedgeia.com](mailto:kevin.thornburg@creativeedgeia.com) or 641-427-8145 x112 or complete an estimate request form on your [Creative Edge Partner Portal](#)

### What are the steps in the custom design process?

Step 1–Submit drawing. Step 2–Quote created. Step 3–Customer approval. Step 4–Design fabricated & shipped.

### How long does it take to get a quote back?

Most quotes are turned around within 24 hours depending on complexity of design

### How long is a quote good for?

A quote is good for 90 days unless otherwise specified

### 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

## DESIGN

### How are design requirements/files shared?

Design requirements/files are submitted via upload on partner portal or e-mail to Chad Scott [cws@weatoncapital.com](mailto:cws@weatoncapital.com)

### What are acceptable design file types?

Auto CAD, Adobe Illustrator or PDF files are accepted.

### How do you facilitate design approvals?

Design approvals are handled by the Koroseal team utilizing the Customer Approval form

### What are your design limitations?

Designs are only constrained by material size

### How much are your design fees?

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

## PRODUCTION

### How do you custom cut Koroseal Walltalker products?

We review your CAD designs, adjust drawings as needed to achieve the specified design and facilitate installation, transfer files to our state-of-the-art waterjet cutting technology which has been calibrated specifically to each architectural surface.

### Once cut, how are finished materials packaged and shipped?

Finished materials are stacked in numerical order, packaged into shipping crate, and placed on a pallet

### Does Creative Edge install the custom designs?

No. Any professional installer can install the prefabricated custom design just as they would install any standard Koroseal finish

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## TIMELINE

### **How long does the process of manufacturing a custom design typically take?**

Manufacturing time is dependent on design size and complexity. Most projects are completed within 15-20 business days

### **How long does shipping take?**

Average shipping time is 2-4 days

## BILLING

### **Do your prices include shipping?**

Our quoted prices do not include shipping

### **Are there packaging/crating fees?**

Packaging/crating fees are additional and included in original quote

### **Who bills the client?**

Koroseal bills the client directly

## POLICIES

### **Do your products have a warranty?**

We warrant the accuracy of the design based on approved shop drawings

### **Can my customer return your products?**

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

### **Will you replace product that is defective?**

We will replace product that is defective in an expedited manner

### **Do you offer plant tours?**

We welcome and encourage tours. Email info@creativeedgeia.com to schedule a tour