



WORKING WITH ONEPOINTE SOLUTIONS

WHAT TO EXPECT

You reached out to us about furniture. Now what? This guide outlines our design, manufacturing, delivery, and installation process so you have a better understanding of how we work.

Our goal is to make buying new lab and commercial furniture easy and fast. We look forward to working with you.

STEP 1

Contact Us

- Phone - (866) 612-7312
- Contact Form - <https://www.onepointesolutions.com/contact/>
- Live Chat - found anywhere on our website, www.onepointesolutions.com

STEP 2

First Conversation

- A sales rep is assigned to your project and will reach out to gather more information:
 - Products, Quantities, Dimensions, Colors, Material, Delivery, Installation, Special Equipment on an as-needed basis
 - Onsite Consultation & Measurements if requested.
- Your sales rep is your main point of contact throughout the lifecycle of the project.

STEP 3

Quote

- After the follow-up, your sales rep will provide you with a free quote for the products and services you have requested.
- All quotes are subject to an expiry timeline and prices are subject to change before a purchase order is placed.

STEP 4

Purchase Order and Payment

- Once you have accepted the quote, a purchase order will need to be exchanged and payment will be assessed. We break the payment into two options: "Prepay" and "Terms"
- **Prepay** - Payment is due in full upfront.
- **Terms** - We extend you a credit account, and the payment terms will vary by customer, with Net 30 as a standard. To get a credit account, you must apply for credit with us via a credit application.
- Payment can be administered in one or the other, or a mix of both, depending on the customer and nature of the project. For more information on payment options, please speak with your sales rep.

STEP 5

Project Management & Approval Drawings

- Your sales rep will review your order and may reach out if any additional information is needed to complete the drawings for your project.
- Once complete, they will forward your drawing(s) to you for review and approval. Please note, the final scheduling and ordering of needed materials cannot occur until you have approved your drawings, so **please review them carefully.**
- They will also coordinate a shipping date(s), installation (if requested), and logistics for shipping your order.

STEP 6

Production & Shipping

- Your furniture is manufactured and assembled in our warehouse.
- Once complete, it will be wrapped and shipped to the specified location.
- An email notification will be sent when your order has shipped.

STEP 7

Arrival & Installation

- The best part, your furniture has finally arrived to your site!
- You can request to have our team handle the installation or have another party complete it for you. (An installation fee will be assessed if request our services.)
- For full installation details, please consult with your assigned sales rep.

STEP 8

Post Installation Follow Up

- After your installation is complete, we provide a follow up survey, call, and/or site visit to your facility to ensure that you are completely satisfied with your installation. If you have any issues or questions afterwards, we are here to help!

**You can request an on-site consultation where we will gather measurements and walk through your space so that when we make your furniture it fits just right. We will adhere to CDC guidelines when in your facility.*

CONTACT US

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