

WORKING WITH ONEPOINTE SOLUTIONS

WHAT TO EXPECT

You have now inquired about furniture from OnePointe Solutions, now what? To understand how we work, we have laid down the steps of our process to help answer questions you may have.

Our goal is to provide customers with high quality custom laboratory and commercial furniture that exceeds their expectations. We look forward to working with you to achieve your laboratory and commercial furniture needs.

STEP 1

Contact Us

- Phone - (866) 612-7312
- Contact Form - <https://www.onepointesolutions.com/contact/>
- Live Chat - www.onepointesolutions.com

STEP 2

Inquiry Follow Up

- A lab consultant assigned to your inquiry will reach out to gather more information:
 - Furniture, Dimensions, Colors, Material, Shipping Location, Installation, Special Equipment (if needed) etc.
 - Onsite Consultation & Measurements*
- The lab consultant will become your main contact moving forward and will be your contact for future projects you may have.

STEP 3

Quote

- After the follow-up, your lab consultant will provide you with a free quote for the materials and furniture you have requested.
- They will provide you with a time frame of when to expect your quote.

STEP 4

Payment

- Once you have accepted the quote, payment will be assessed. We break payment into 2 categories: "Prepay" and "Terms"
- "**Prepay**" means all of the money is due before shipment of your furniture.
- "**Terms**" means that we have extended you a credit account, and the payment terms will vary by customer. To get a credit account, you must apply for credit with us via a credit application.
- Credit applications can be administered before a quote is accepted.
- For more information on payment options, please speak with your lab consultant.

STEP 5

Project Management & Approval Drawings

- A project manager will be assigned to your project, they will reach out via email with their contact information.
- The project manager will review your order and may reach out if any additional information is needed to complete the drawings for your project.
- Once complete, the project manager 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 to handle the installation or have another party complete it for you. (An installation fee will be assessed if requested.)
- For full installation details, please consult with your assigned project manager.

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 onsite 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

(866) 612-7312 | www.onepointesolutions.com
1112 Swenson Blvd Elgin, Texas 78621