

# FAQ

## TERRAZZO & MARBLE SUPPLY PARTNERSHIP

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### **What is the process to obtain pricing?**

Contact Kevin Thornburg  
[kevin.thornburg@creativeedgeia.com](mailto:kevin.thornburg@creativeedgeia.com)  
or 641-427-8145 x112 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