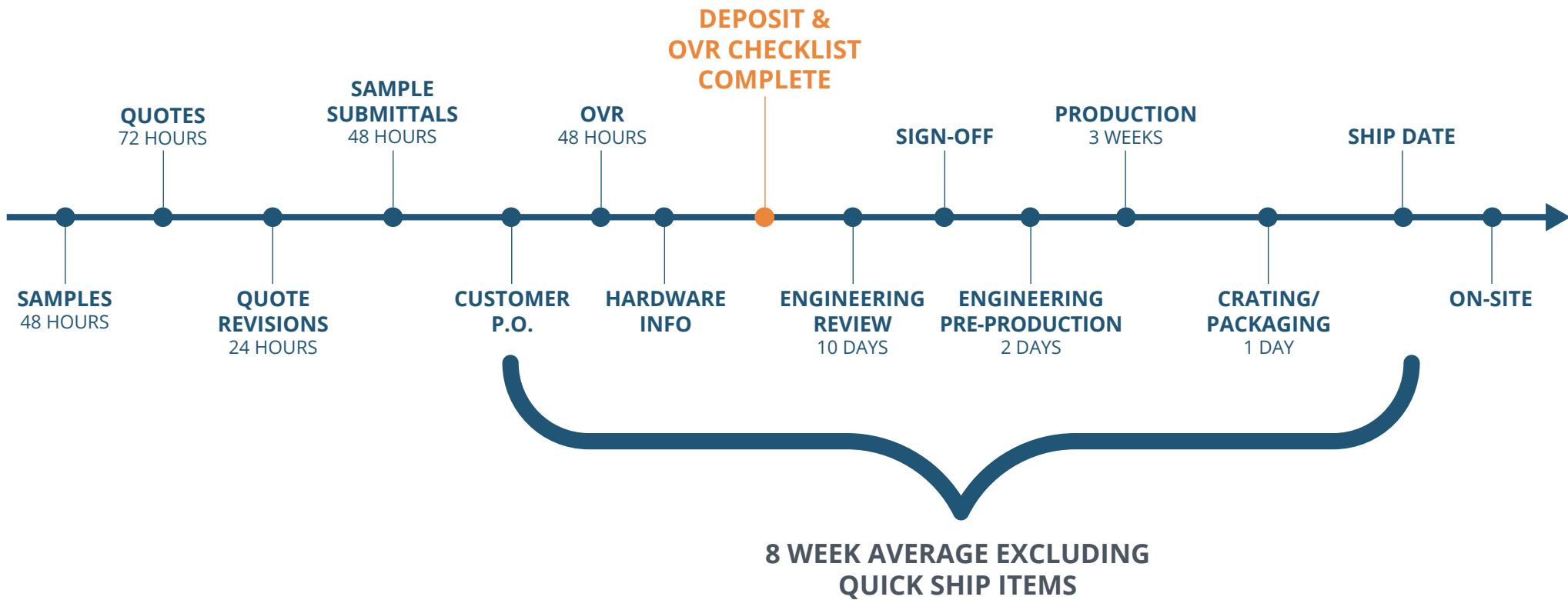


2025 PROCESS TIMELINE



PRE-ORDER PROCESS TIMELINE

SAMPLES (COLOR SWATCHES, OFF-THE-SHELF MINI SAMPLES)

- Submit all requests via the sample portal
- Ships within 24-72 hours depending on complexity

MOCK-UPS (FULL-SIZE AND COLOR SPECIFIC)

- 1-2 days to produce the quote
- 1 day to produce the OVR
- 5-7 working days for production
- Submit a detailed quote request with a color selection. which will be converted to an order at no charge in most cases
- Customer (or) rep must include the project name, PET color, and shipping details to speed the process

SUBMITTAL SAMPLES (COLOR SPECIFIC)

- Submit all requests via the sample portal
- Allow 24-48 hours for shipment & tracking

QUOTES

- 1-3 days depending on customer's tier and quote's complexity
- 24 hours for Preferred Partner accounts
- 24-36 hours for Select Partner accounts
- 36-48 hours for Authorized Partner accounts
- 48-72 hours for Trade accounts and bidder's quotes

CUSTOM PRODUCTS QUOTES

- 2-5 days depending on complexity
- Submit the quote request via the rep or dealer portal

REVISIONS

- 1-2 days depending on workload; Revisions do not require submittal via the portal
- Simply email quotes@frasch.com along with revision details and the original quote number

QUOTE TO ORDER CONVERSION

- Requires a signed quote and or customer purchase order sent to orders@frasch.com

POST-ORDER PROCESS TIMELINE

ORDERS VERIFICATION REPORT (OVR)

- 1-2 days depending on workload
- Freight will be re-calculated for accuracy (per the conditions stated on all quotes)

HARDWARE KITTING

- Within 24 hours of the OVR going out to the customer, Support will email the Rep and client requesting Installation details so we may include the appropriate hardware.
- If we do not receive a response from the customer, we can only include the basic brackets that attach or are embedded to our PET product with standard ¼ -20 thread.
- Undefined mounting conditions will result in delays and added costs for hardware (50% off list + shipping). Allow 3 days for post-order shipment hardware.

INSTALLATION DRAWINGS

- 5-9 working days depending on the complexity, and we have been provided with digital files (RCP, Elevation, plan view drawings have been provided to project management)
- Allow extra time for PDF submittals

SIGN OFF

- Notes in **RED** need to be addressed before the order can progress
- We allow up to 3 client revisions before charging for sign-off. After that, we charge \$100 per hour.
- Complex design work such as complete layouts is charged at \$100 per hour.
- Support does not handle quote and sign-off requests. Please do not send support questions “if engineering can do a quote drawing”. This request must be directed to the quotes department first.

SHIP DATE ASSIGNMENT

- 3-10 days depending on order complexity

The following automated email communication will be sent to the customer contact on file and the aligned ISR

- When we can NOT set a ship date for various reasons
- Anticipated ship date (within 48 hours of receipt of order)
- Assigned final ship date (after releasing the project to planning)

EXPEDITE

- Subject to production schedule and priced on a case-by-case basis
- Requires approval from engineering and production. Please send requests to pm@frasch.com