



## How to Work With Us

This page explains to get our best work and what you can do to help your project go smoothly.

To initiate a project, contact your Account Executive. If you are a new customer, please fill out our **contact** form, and you will hear from us quickly!

## Before We Begin

As a small company of artists and craftspeople, we want to do work we can be proud of, with people we respect and who respect us.

### Value and Price

We focus on overall value to our projects. A low initial price is often more expensive in the long run.

### Collaboration vs. Bid

In theory, getting three competitive bids on a project should result in the best price.

In practice, we find that the bid process eats up valuable lead time, and forces us to focus on initial price at the expense of overall value.

When possible, we prefer to work collaboratively with our clients, openly sharing information and focusing on the best overall result. This is much faster, gives better results, and often less expensive.

### Lead Time

Short lead time increases the likelihood of errors, and reduces options when errors occur. Short lead times also lead to higher costs.

Even when time really is short, there is usually enough time to do the job right, if we all keep the information flowing.

## Producing a Project

### Information is Key

As simple and beautiful as fabric structures can look, an amazing amount of information must be gathered and shared between us in a timely fashion in order to produce a successful project. This demands our steady attention as well as yours!

### Quotes and Estimates

A quote is a commitment to build something at a price. An accurate quote requires accurate information. If you are ready to order, ask for a quote.

An estimate is an educated guess about the cost to produce something. Estimates are helpful in determining a budget, or keeping a project on budget. If you are developing your project, ask for an estimate.

### Approvals

You will be asked to approve your project at various stages. Please look carefully at these approvals before you sign off.

### Errors

As much as we try to avoid them, mistakes happen. The first priority is to correct them, without blaming. When a mistake is ours, we take responsibility.

## The Bottom Line

### Money

Our standard payment terms are 50% to begin, 50% at the time of shipment. We offer terms to preferred customers. Large projects are often paid on project milestones.

### Copyright

All of the structures in our catalog are copyrighted. Please don't ask others to build them. Likewise, please don't ask us to quote or build designs which you do not own.

### Warranty

We stand behind our work. If we can't stand behind it, we won't do it.