

CUSTOMER RESOURCE GUIDE

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1. Departments

Department	Name	Email
Sales Support	Kristell Rujano	kristell@metwall.com
Customer Service	Charisse Corcino	customerservice@metwall.com
Project Manager	Dave Shurilla	david@metwall.com
Accounting	Luz Oliva	luz@metwall.com

2. Request for quote

Send to: Sales Support (quotes@metwall.com)

Must contain:

- Design checklist
- Highlighted drawing in PDF
- If possible, AutoCAD file

Lead time: 1-4 days. If it's a very big project or the information is not complete it can take a few more days.

3. Purchase Order

Send to: Sales Support

Required information:

- Quote: signed
- Engineering drawings with finishes: signed. These must be previously field verified by the customer. The engineering drawings will be drawn once the PO is received.
- Purchase order
- Purchase Order Info Document: filled-out and signed by customer.
- If the dealer is a first-time customer, send the dealer's W9 and Tax Exemption Certificate.
- If the rep is a first-time customer, send the rep's W9 and Rep Registration Form filled-out and signed.

4. Order Entry

Responsible party: Customer Service / Project Manager

Once the documentation is complete, the order will be processed, and an acknowledgement will be sent the following Friday.

Cutoff date: All orders are processed on Thursday evening which means we must have the complete information by Thursday morning, otherwise the order will enter until next week.

Deliveries

Two types of deliveries:

- Butt glazed glass (ST-100, ST-200, ST-410): in 2 deliveries
 - First shipment will contain the framing.
 - Second shipment will contain the glass.
- Framed glass and panels (ST-001-005, ST-300, ST-305, ST-420, ST-440, ST-400): in 1 delivery.
 - Framed glass and panels will be delivered in one shipment
 - It is essential to have the exact heights for manufacturing framed glass or solid panels and doors as they cannot be adjusted on site.

Additional deliveries may occur as an exception and depending on the complexity and variety of products in the project.

Project Management will keep the client informed regarding each delivery via email.

Standard Lead Times

Current lead-times will be emailed weekly.

Product	Description	Black & Aluminum Trim	White & Wood Trim	Glass Schedule
ST-100 & ST-200	Butt glazed glass walls	4-5 weeks*	8-10 weeks	Glass ships separate after framing
ST-001 – ST-0013	Framed glass walls	4-6 weeks*	8-10 weeks	Glass ships framed from factory
ST-300 & ST-305	Solid panels	4-5 weeks*	8-10 weeks	Includes panels if we receive measurements
ST-410 & ST-415	Single glass swing door	4-6 weeks*	8-10 weeks	Glass ships separate after framing
ST-400	Solid doors	4-6 weeks	8-10 weeks	
ST-521 & ST-522	Glass sliding doors	4-5 weeks	8-10 weeks	Glass ships separate after framing
ST-500 & ST-510	Solid sliding doors	8-10 weeks	8-10 weeks	
ST-420, ST-440	Double glazed framed swing door	8-10 weeks	8-10 weeks	Glass ships framed from factory
	Telescopic doors	10-12 weeks	10-12 weeks	Glass ships separate after framing
	Room in Room	10-12 weeks	10-12 weeks	Time of shipment will be determined per project
	Custom finishes or hardware	TBD		

*Large jobs based on installation schedule

Custom finishes, hardware, or projects exceeding 10' in height may have different lead times than those stated above. During summer months and year-end periods, lead times may increase by 1–2 weeks.

Please note that when a project includes products with varying lead times, the longest lead time will apply—unless multiple deliveries have been specifically requested and documented in the approved quote.

All lead times will be officially confirmed upon order processing, as our inventory is continuously updated

Glass

With the exception of framed glass, all glass will be delivered after the framing has been installed.

Glass order process:

- Once the framing has been installed, the installation team must take the measurements of the glass and send them to our Installation Support dept.
- Installation Support will generate the glass schedule and drawings (if required) which will be sent to the glass manufacturer for quote. Lead time: 1-2 days
- Once the quote is received, it will be reviewed and if everything is correct the order will be processed the same day. Lead time 3 days
- The manufacturer will confirm the order and the delivery date. Lead time: 2 days
- The manufacturing and delivery process takes about 1.5 to 2 weeks.
- The whole process for the glass order takes about 3 weeks once the measurements have been received.
- The customer must receive and review the quantities, measurements and quality of the glass. The dealer must notify Metwall within 24 hours if there are any discrepancies or quality issues with the glass.

5. Installation

Responsible party: Project Manager

Once the order has been processed, detailed installation drawings and electrical drawings (if applicable) will be generated.

The project manager will contact the client and/or installation team to review in detail the project, installation drawings, days required and personnel, and clarify any questions. He will send the installation drawings, manual and required tools and hardware.

If the client requires an in-person visit from one of our supervisors, it will be at no cost but must cover travel expenses.

Metwall doesn't install, it is the dealer's responsibility to arrange the installation.

The customer must receive and review the quantities and quality of the product. The dealer must notify Metwall within 24 hours if there are any discrepancies or quality issues with the product.