

# How to Order

Below are

Questions & Answers that explain how our process works. We have over ten years experience in designing and creating beautiful, custom decorative glass for homeowners, architects, designers and builders. When you decide to work with our studio, we'll start by asking questions about your style, the type of architecture, approximate sizes, your budget, whether you want to use colors and if the glass needs to provide privacy, just to name a few. In this process we get to know our clients personally and very often they become friends and are always welcome to share in the glass experience in the studio. We want your experience with our studio to be enjoyable and inspiring. Call, visit our studio or use our simple Contact Form to get started. Appointments are encouraged.

How is cost determined?

Pricing

for our glass is determined by the overall size, the complexity of the design and the glass used. A large window with a very simple design may cost less than a small window that is more complex. As a rough guide, the cost can range from \$ 125.00 to \$275.00+ per square foot.

How do I decide what type of design will best suit my project?

We

have lots of pictures of previous work in our gallery that you can get ideas from and we can make suggestions based on the architecture of your home and your individual style and needs.

How does the design process work?

We start each project with a no-charge consultation to discuss your project and to find out your needs and your style preferences. We can consult by email, telephone, fax or a visit to our studio. From there, we create and present to you the design idea based on our initial consultation. For custom artwork we ask for a design deposit of \$100.00 to \$250.00, depending on the scale of the project to be designed. Custom Art Work is usually ready in approximately 2 weeks, depending on the scale of the project. Once the small scale design is approved and glass selections are made, we prepare a Sales Agreement outlining the details of your job. With your 50% deposit, your order will be placed into our production schedule.

How long will it take before my glass is complete?

**Completion**

of your glass depends on the scale and complexity of the project. If you select a standard design that simply needs to be scaled to your size window, then it could be 6-10 weeks. Projects that are custom designed or involve the use of beveling or hand-painted glass can take 2-3 months. We can advise on the current lead time at the time your order is received.

Will I have to take out the existing glass in the window to replace it with the leaded panel?

**It**

really depends on the project. In some instances, you may prefer to replace the existing glass so that you can appreciate the beauty of the leaded panel from both sides. However, in many cases, it is possible to install the leaded panel directly over the existing glass. We install our Privacy Bath Windows this way and can also do this with our Sidelight, Door and Transom Overlays.

Do you deliver and install?

We offer delivery and installation services for our clients located in the Triad area of North Carolina including Raleigh and Charlotte. We also now offer limited delivery and installation to the Norfolk and Virginia Beach areas of Virginia. For Clients outside our delivery area, we refer the services of a national freight company that specializes in shipping glass of this type. Crating and shipping are extra.

