

What are Pietra's SLAs? (Service Level Agreements, i.e. expected turnaround times)

group: Pietra Platform & Pricing

Emails to creators@pietrastudio.com	1 business day reply time
Professional Support	2-4 business hour reply time
Order Fulfillment	1-2 business days
Wholesale Order Fulfillment	3 business days
Warehouse Ticket Resolution	2 business days
Inventory Receiving	3 business days*
Samples Turnaround to Creator	1-2 business days
Returns Processing	Weekly
Product Assembly	Reply to request for assembly - 2 business days
	Assembly - 3 business days**
eCommerce Integration	Reply to Request - 2 business days
	Integration Completion - 2 business days, additional day per each 50 SKUs

**You will be notified via email to schedule a setup call once your inventory has been received.*

***Assembly timelines may vary depending on the requirements. Your timeline will be confirmed during the setup call.*