

# Can I ask a manufacturing partner questions before working with them?

group: Designing & Sourcing Products

**Yes! In fact, we encourage it. As a Pietra member, you have access to chat with, video call, and audio call, a factory before you begin working with them.**

**Pietra provides the complete infrastructure to discover, connect with, and work with your supplier. On every supplier profile you can start a conversation, video, or audio call with a supplier to ask them about their capabilities. Your suppliers will be able to answer questions about the manufacturing process, and work with you to make sure your samples and products are exactly the way you want them.**

**Please note: many suppliers are located around the world and may not be awake when you are online. Please make sure to check out the local time for your supplier when expecting responses. Most chats are answered on Pietra within 24 hours. You can also see a supplier's average response time on the bottom lefthand corner of their profile, so that you can make sure proper expectations are set surrounding communication timelines.**

**In order to protect the customer and the supplier, we ask that all orders, payments, and communication within the Pietra platform. By doing so, they can be monitored and backed by Pietra and the security systems we have in place to ensure a fair exchange of goods!**

**To get started with sourcing and asking manufacturers questions about your brand, you can click on a category and view supplier profiles and samples [here](<https://creator.pietrastudio.com/home>).**