

## How quickly do Pietra's suppliers respond to messages/inquiries?

group: Designing & Sourcing Products

Response times will vary from supplier to supplier. Please head to the supplier's profile page from within the Creator Hub, and you will see an average response time listed on the bottom lefthand corner of the page. Some suppliers respond within a couple of hours, while others may take several days.

The response times listed should be accurate, as suppliers cannot manually input this information; it is based on data that our system pulls from the previous conversations that have been started between that supplier and other Creators. If reply times are important to you as you are launching and scaling your business, this is a great thing to keep in mind when looking for suppliers in the platform.

In the event that your supplier has become unresponsive, please do follow up with them directly and reach out to [creators@pietrastudio.com](mailto:creators@pietrastudio.com) for further assistance.