

I've messaged a supplier, but they haven't responded. What do I do?

group: Designing & Sourcing Products

Pietra's partnered suppliers traditionally respond to messages and inquiries within 24–48 hours. With that in mind, during busier times of year and periods of greater volume, responses may take up to several days. We also recommend checking the supplier profile page to see the supplier's average response time.

If you have not received a response from a supplier within these general timelines, it is okay to message them again. The partnership with your supplier(s) is intended to be a collaborative experience; please feel free to reinitiate contact if you feel a message is not being responded to in a timely manner.

Please also note, many of Pietra's suppliers are international, and may have alternate operating hours than the location from which you are sending your inquiry.

All of this being said, if you are dealing with an unresponsive supplier, please contact creators@pietrastudio.com so that we can address this internally.