



Your Order

Thank you for choosing Awake Window & Door Co. This information is intended to assist owners, builders, and architects in understanding the various stages of our ordering process.

Quoting

We only sell our products through a network of Authorized Dealers. Dealers will utilize window and door schedules, plans, site measurements, and takeoffs to produce a Quote. The scope may change as the project progresses, and this could add time to the ordering process. We will honor our pricing for 30 days. Once the Quote and Drawing are signed off the Order is ready to move into production.

Samples

Occasionally customers request to see samples of select parts and finishes before placing an order. Depending on the item requested, sample lead times can range from a few days to several weeks.

Drawings

Shop drawings are required to begin manufacturing. Once quoting is finalized and drawings are requested, they should be carefully reviewed and approved, as they are intended to confirm design intent and field dimensions.

Custom Finishes

Custom finish orders require approval of a color sample before production can begin. Obtaining and approving custom finish samples can add additional lead time to the order process. If a field service issue occurs during installation, and replacement components are required, this may also extend production timelines.

Custom Options

Customization often requires additional fabrication time. Please speak with your Awake representative or dealer regarding options that may help reduce lead times prior to order release.

Change Orders

Once an order has been released to production, any changes made may require portions of the order to be stopped and reworked. Sometimes these requests may incur separate lead times and costs. The original ship dates are not guaranteed and may be adjusted based on the scope of revisions.

Expedited Requests

While our team works hard to accommodate expedited requests whenever possible, accelerated production requests must be approved after the order enters production. Please keep in mind that once production begins, scheduling changes may not be possible.

Production Issues

Unexpected production or material supply issues can occasionally occur. Early ordering is strongly recommended for projects with critical timelines.

QC Rejections

Awake sources components and materials from high-quality manufacturing partners. However, if incoming materials do not meet our high-quality standards, shipments may be delayed until replacement materials are received. Placing orders early helps minimize the impact of these situations.

Delivery

Awake will deliver your order to the address specified on the order acknowledgment. Shipping to the project site can help reduce additional handling and minimize the risk of product damage. Our products are packaged for protection, but should not remain exposed to weather or site conditions for extended periods.

Installation

Project scope changes after installation begins are common. We strongly recommend coordinating all installation details carefully before placing an order and releasing an order into production to help avoid unnecessary delays or change orders.