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Custom Order Processing

1. Drawings, sketches, or samples with all pertinent dimensions, reinforcement requirements (if necessary), additional hardware (Ex. Lifting or mounting inserts), color, and finish information submitted to Arco for proposal creation.
2. Proposal produced by approved Arco personnel and submitted to customer.
3. Signed proposal returned to Arco. This step approves quantities and pricing. Any significant changes will require an adjusted proposal to be produced and takes the order back to step 2.
4. Deposit paid. Deposit is 50%. Any other terms must be approved by Arco upper management. Deposits can be paid by check or over the phone via credit or debit card. Any payments in excess of \$2,500 with debit or credit card will be charged an additional 4%.
5. Shop drawings produced by Arco draft person and submitted to customer.
6. Customer approves or redlines any changes. This step is very important as the signed and approved drawings will be produced to those exact specifications unless noted otherwise. It is the customers responsibility to review this information for accuracy and approve for production. No refund or credit will be given for product and/or forms produced based on approved dimensions.
7. After ALL approved shop drawings are submitted to Arco the job is then entered into the production cue. The primary production cue includes two sub cues:
 - a. Form building cue – If required, forms will need to be assembled in order to start the casting process.
 - b. Welding cue – If required, internal steel reinforcement may need to be produced in order to start the casting process.
8. Once forms are completed and internal reinforcement prepared the job usually begins the casting process. During times of higher production demand the casting start date may be delayed.
9. After final pieces are produced and QC is completed an Arco representative will call to notify customer of job completion and schedule pickup or delivery.
 - a. If a balance remains for Collect On Delivery (COD) customers arrangements must be made upon or prior to receiving final product. Customers who wish to be on terms must fully complete an Arco credit application and receive proper notification of acceptance. Terms only applies to the balance due with custom orders. All custom orders require a 50% deposit.
 - b. Notification of completion will often happen while some product is in the curing stage. The recommended cure times before transport depends on many factors and usually range between 3 – 14 days.
 - c. Arco covers manufacturer defect only. Any product damaged after delivery or pickup will not be covered. It is important to inspect product carefully upon receiving and notify Arco office staff immediately of any damage.