

narbutas

Custom-made products request criteria

narbutas.com

In order to ensure faster processing and improved service quality, we have prepared criteria for custom requests, defining clear distinctions based on order/project value and product type.

Please note that the criteria below apply only to fully custom-made products and do not apply to modifications of standard products.



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Part of a big order (15,000 EUR)
or a big project (100,000 EUR)

Not part of a big order (15,000 EUR)
or a big project (100,000 EUR)

1. Mock-up (its pricing will include all related development costs)	Will be accepted	Will be rejected
2. Optimal quantity of requested custom-made products (> 10 pcs)	Will be accepted	Will be rejected unless total value of those items > 1,000 EUR
3. Low quantity of requested custom-made products (< 10 pcs)	Will be accepted	Will be rejected unless total value of those items > 1,000 EUR
4. Narrow overall lead time for complex custom-made products (expectation to have products in less than 8 weeks, taking into account that the supply time for non-standard materials adds up)	Will be rejected	Will be rejected
5. Products similar to other producers' price-listed products (issue of copyright)	Will be rejected	Will be rejected
6. Components adapted to other brands' products (e.g., desktop from NARBUTAS combined with legs from another producer)	Will be rejected unless it is an exceptional situation approved by management	Will be rejected unless it is an exceptional situation approved by management
7. Standard products that could be ordered via nSpace	Will be rejected	Will be rejected
8. Custom-made sofas, chairs, armchairs	Will be rejected	Will be rejected
9. Custom-made kitchens (client's design)	Will be accepted	Will be rejected
10. Custom-made reception desks	Will be accepted	Will be rejected