

## FAQ

### **How can I buy a LOFTwall?**

Products are typically sold through furniture dealers across the US & Canada. To find a dealer near you please visit our Rep locator page and select your state, or you may contact us at 214.239.3162 or email [quotes@LOFTwall.com](mailto:quotes@LOFTwall.com).

Architects & Designers may specify and purchase LOFTwall directly by contacting your local representative and submitting information for a quote.

### **What are your height options?**

Our standard height walls are 78" tall and our low height walls stand at 53" tall, Heights can be customized up to 94" tall.

### **Can you customize the walls?**

Yes, our system can customize for heights and widths in most cases. Any thing taller than 84" we must reinforce the base plates for stability. Please contact us if you have a custom application.

### **Does the choice of inserts affect the price?**

Yes, we offer several grades of finishes for the panels.

### **Are LOFTwalls completely freestanding?**

Yes, we also offer several options for permanent mounting of our walls to floors, ceilings and walls. We also offer caster base for mobility.

### **Can multiple LOFTwalls connect?**

Yes, we have a LINK post that can easily connect several walls at a 90 degree angle to make "L" or "T" wall configurations. We can also connect walls at 45° or 60° angles.

### **What materials are the frames made from?**

The frames are made from aluminum with a standard anodized finish. Custom powder coated colors are available.

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### **Do you offer chalkboard panels?**

Not at this time, but we do offer a white dry erase board, in magnetic and non-magnetic options.

### **Can I use 3rd party materials in your walls?**

Yes, the channels in the walls can fit panels that are .25" thick nominal thickness.

### **Can you color match the panels?**

In some cases we can. Please provide a PMS color or swatch/sample if you would like us to review options to match.

### **Can you add a logo or custom print the panels?**

Yes, we provide full color printing and cut vinyl designs for logos and text. Please submit a logo or graphics prior to ordering so we can provide a quote.

### **Do you offer panel samples?**

Yes, if there are stock panels you are interested in we can provide sample chips, we will gladly send you samples once you finalize your selection of wall(s) and panels.

### **Is a LOFTwall easy to assemble?**

Yes, our products are considered easy (by furniture industry standards). We have videos on YouTube that show assembly taking about five minutes. Bases are screwed to the bottom of the end-posts. The frame components locks together with an integrated fastener manufactured into each frame component. Panels slide into the frame.

### **Are LOFTwalls suitable for outdoor use?**

In some instances we can recommend them for limited outdoor use. The aluminum frame can withstand limited exposure to water.

### **Can I just buy the frame only and source other materials?**

Yes. As long as the material is .25" thick, it will sit within the frame.

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### **Can I apply fabric or wall covering to the panels?**

We offer adhesive panels for DIY projects.

### **How does this ship? Where can you ship and at what cost?**

Our standard product disassembles and ships within one tube and one box. The tube houses the frame components and panel materials are packed into a box. We ship anywhere UPS goes, including international. The shipping and handling costs are based on weight and destination. Shipping and handling for 1-2 walls is generally \$85.00 EACH for up to 2 walls. An order for 3 or more walls we ship freight and must be quoted based on destination.

### **Do you offer designers a discount?**

Discounts vary, please email us for more information.

### **Do you accept purchase orders (PO)?**

Yes, we can accept a PO, but prepayment is required on the first three orders and deposits are required on orders greater than \$5,000 NET and custom orders.