

Customer Samples

Grace Technologies Sample Order Process

How to Order a Sample?

To request a sample, work directly with your local Regional Sales Manager (RSM) or contact [Shannon Whiting](#). They will assist in processing your request and ensuring the correct product is provided based on your needs.

Information Needed When Ordering a Sample:

To ensure a smooth ordering process, please provide the following details:

- Specific product(s) needed for the sample request
- Quantity required
- Shipping address (including recipient's name and company)
- Purpose of the sample (How will the sample be utilized?)

Is There a Cost Associated with Samples?

We strive to provide samples at minimal to no cost when they are being used to introduce target customers to our solutions. Our goal is to ensure that these samples help drive new opportunities and eventual orders.

Sample Order Requirements:

- Samples should be used for strategic customer engagement (e.g., product demonstrations, evaluations, or trials that could lead to an order).
- If delivering a sample to a customer, we ask that the customer commits to installing the sample within a two-week timeframe. Otherwise, it has been proven that the sample is not effectively utilized.
- Samples requested for internal use (e.g., sales team use on calls) are also available and can be provided for this purpose.
- All requests should be coordinated through an RSM or Shannon Whiting to ensure proper tracking and alignment with sales efforts.
- Grace reserves the right to review each request and determine cost allocation based on potential business impact.
- The recipient may be asked to provide feedback or follow-up information on customer engagement with the sample.

Value of Samples:

Please keep in mind and share with your team the value of samples and the investment from Grace Technologies. Each sample represents an approximate value of \$300-\$450, reinforcing our commitment to providing meaningful opportunities for customer engagement.

