



# What to expect when you order.

*We would like you to be aware of our pipeline process to facilitate peace of mind from the time you place your order all the way to its final destination.*

**Below is a simple, step-by-step process that will guide you through a Genuine STVCNC experience. Enjoy.**

- ⊕ Market Research & Due Diligence
- ⊕ Choose your STVCNC Table Size according to your available layout location and production needs.
- ⊕ If you are not purchasing a Hypertherm Plasma System with us, please verify you obtain a compatible CPC Interface Port and a Mechanized Torch for your personal plasma cutter unit.
- ⊕ Verify that your location has 110V for the plasma table & 220V Power Setup for the plasma system.
- ⊕ If you have any questions or concerns, you can view [stvcnc.com/FAQS](http://stvcnc.com/FAQS) or give us a call at 1-888-701-7101.
- ⊕ Banking & Financing: Alert your Bank Institution of your expense prior to your purchase.  
Approved Financing: Funding will issue a completed invoice (1-4 Day's time).  
Declined Financing: Requests will be offered additional lenders to facilitate means.
- ⊕ Order placed alongside your add-ons & upgrades.  
Purchasing online: Prompted to pay full amount.  
Purchasing via call-in: Prompted to pay full or half of the invoice upfront before production.  
Balance due upon local pickup or upon final shipping of your order.
- ⊕ Shipping Information. Verify if your location is Commercial, Residential or Educational.
- ⊕ Shipping Information. Verify if you will require a Forklift or Liftgate. Provide Delivery Notes.
- ⊕ STVCNC Email/Call Order Confirmation & Verification
- ⊕ STVCNC Order Processing
- ⊕ STVCNC Purchase Order Funding Finalized
- ⊕ Your Order is moved into our Production Queue.
- ⊕ STVCNC Production Time. The following depends on the current volume of orders. The timeline may change without notice. Lead times may vary dependant upon material, process, production, upgrades, availability and/or unforeseen events.  
Please check with your Sales Agent on the latest lead times.
- ⊕ Production Process:
  - \_ In-house Laser, bend & weld your custom frame build & components
  - \_ In-house Water pan Assembly
  - \_ In-house Linear Guide Rail Assembly
  - \_ In-house Gantry Assembly Build
  - \_ In-house Motors, Controller Assembly & Testing
  - \_ In-house, Handcrafted & Labeled Automation Wiring
  - \_ In-house Industrial Grade Painting Process
  - \_ In-house Upgrade & Fastener Preparation
  - \_ In-house Custom Crate Creation
  - \_ In-house Collect, Crate, & Package Components & Upgrades
- ⊕ Shipping out. Depending on volume of orders, we will notify you 1-7 Days prior to shipping of your product(s). Shipping time will be between 5-8 days of transit, barring any additional delays. The Day of Shipping you will be provided with an automatic "shipped" email and email access to your customer library of STVCNC files. The link provided will offer an assortment of manuals, tutorials, dxf library and needed file documents.
- ⊕ In-Transit. The Shipping Courier will notify you via email on a daily basis.
- ⊕ Product Delivery. Upon drop-off, using the checklist inside, please confirm all components have been received.
- ⊕ Take our STVCNC Class to understand and control your New STVCNC SparX table.
- ⊕ Join the STVCNC Plasma Table Owners Community we have on Facebook to keep up with the latest.

***Any additional questions you may have you can source our FAQ page on our website or you are always welcome to speak with our support staff at 1-888-701-7101.***