

## FAQs

**Question:** Who will I contact for product questions or product quotes/pricing on furnishings, flooring lighting, art, accessories?

**Answer:** Stephanie Holmes - [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com) or Layne Hoke - [layne@integralthreadstudio.com](mailto:layne@integralthreadstudio.com). You can also call the showroom at 303.282.4444 and ask for Layne or Stephanie.

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**Question:** Who will I contact for product questions or product quotes/pricing on rugs?

**Answer:** Stephanie Holmes - [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com) or Stacie Bryant - [stacie@integralthreadstudio.com](mailto:stacie@integralthreadstudio.com), or Sarah Geraci - [sarah@integralthreadstudio.com](mailto:sarah@integralthreadstudio.com). You can also call the showroom at 303.282.4444 and ask for Stephanie, Stacie, or Sarah.

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**Question:** Who will I contact for product questions or product quotes/pricing on custom cabinetry?

**Answer:** Stacie Bryant - [stacie@integralthreadstudio.com](mailto:stacie@integralthreadstudio.com) or Stephanie Holmes - [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com). You can also call the showroom at 303.282.4444 and ask for Stacie or Stephanie.

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**Question:** How will payments be processed?

**Answer:** All estimates and invoices will now be processed under Integral Thread no matter what the product is. Invoices and estimates will come through Integral Thread's Quickbooks system. Furnishing invoices will no longer come via IVY/HOUZZ. You can choose to pay via the Quickbooks link with the bank transfer feature (no cost), mail a check (no cost), or pay via credit card with a processing fee via the Quickbooks link.

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**Question:** What happens if I have an order with Ai STUDiO currently?

**Answer:** If you have an order with Ai STUDiO currently, it will remain with Ai STUDiO's billing system until February 2024. If it extends past that date, you will receive your balance due invoice through Integral Thread. You can reach out to [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com) with any detailed questions. Rest

assured your orders are in good hands even during the transition. The change is mainly clerical, so the same people and vendors that are handling your current orders, will continue to be those same people, but just operating under a different name.

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**Question:** What if I email the old Ai STUDIO emails?

**Answer:** We will have all Ai STUDIO emails open for at least 1 year after the merge. We will be checking them periodically to make sure nothing is missed. You will also receive an auto-response with our full branding message along with current contact information.

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**Question:** How will I access Ai STUDIO products virtually?

**Answer:** Ai STUDIO's website will be programmed to redirect to the new website starting end of December. From that website, you will be able to click the shop button to continue browsing the products just as you have done in the past. You will be able to access it directly from the [Integral Thread](#) website starting January 2nd. There will be a tab on the site called Integral Interiors that will take you to all the furnishing, cabinetry, flooring, lighting, art and accessories.

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**Question:** What lines will be carried by Integral Thread now that you have merged with Ai STUDIO?

**Answer:**

1. Furnishings
  1. [Montauk Sofa](#) - also has outdoor
  2. [Mos Tables](#)
  3. [Extendo](#)
  4. [Finn Juhl](#)
  5. [Miyazaki Chair](#)
  6. [Lange Production](#)
  7. [Copeland](#)
  8. [Rowe Furniture](#)
  9. [Sunpan](#) - also has outdoor
  10. [Universal](#) - also has outdoor
  11. [Old Hickory Tannery](#)
2. Rugs
  1. [Integral Thread](#)

2. Battilossi
  3. Knots
  4. Lapchi
  5. Jaipur Living
3. Cabinetry
    1. Harmoni
    2. Crestwood
    3. Wynbrooke
  4. Flooring
    1. Fabrica - carpet, hardwood & LVT
    2. Transceramica - tile
  5. Art & Accessories
    1. Tyrel Johnson - fine art
    2. Francine Turk - fine art
    3. Wendover
    4. Cyan
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Contact quick reference starting January 1st 2024. Please remember to update all current Ai STUDI0 contacts to the appropriate ones below:

Rugs:

Stephanie Holmes - [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com)

Stacie Bryant - [stacie@integralthreadstudio.com](mailto:stacie@integralthreadstudio.com)

Sarah Geraci - [sarah@integralthreadstudio.com](mailto:sarah@integralthreadstudio.com)

Custom Cabinetry:

Stacie Bryant - [stacie@integralthreadstudio.com](mailto:stacie@integralthreadstudio.com)

Stephanie Holmes - [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com)

Furnishings, Lighting, Flooring & Art/Accessories:

Stephanie Holmes - [stephanie@integralthreadstudio.com](mailto:stephanie@integralthreadstudio.com)

Layne Hoke – [layne@integralthreadstudio.com](mailto:layne@integralthreadstudio.com)