

Successfully submit a Tru-Shape custom seating order

Quoting (48 hour turnaround time)

Use a current Tru-Shape order form available at: permobil.com

New order submittal

(All 3 items listed below are required and must be submitted together before we can begin your order!)

1. Order form

- Completely fill out page 1 of the order form
("Client Name" and "Ship to" address should match those on quote exactly)
- Any modifications needed that are not listed as options on the order form, should be detailed in the box labeled "Special instructions not otherwise covered in the order form"

2. Digital image/scan of mold

- Digitized File (.BD4 from Patriot Digitizing System)
-or-
- Optical Scan (.STL or .OBJ from Sense Scanner or Capture 3D app)
Ensure trim lines and soft spots are visible.

3. Purchase order

- An electronic copy of the purchase order or confirmation of the PO
The total amount, client name, and ship to address should all match those on the quote

Communicating with Tru-Shape

Urgent inquiries: For urgent inquiries, including order status and other order related information, call 800.736.0925 to speak to a Customer Experience Representative.

Order Related Information: Email to: orders.shape@permobil.com

When emailing us, if your email is referring to a remake request, a quote request, or an order status request, put "REMAKE", "QUOTE", or "STATUS" in the subject line of the email

Standard email notifications for customers:

- If partial new order information has been received, a PENDING STATUS email will be sent detailing what information was received and what information is outstanding before work can start on that order
- If clarification is required for a specific order, a PENDING STATUS email will be sent detailing what information is needed to continue work on that order
- Once a new order has been received and scheduled, an ESTIMATED SHIP DATE email will be sent

Order status

Please contact Customer Experience at orders.shape@permobil.com or 800.736.0925 for order status.