SO YOU WANNA MAKE THAT THING!

AND YOU'VE ALREADY FUNDED IT

We offer the following à la carte services:

Rewards production

Working from your files, we source the production, coordinate with vendors, answer all technical questions and receive the finished product at our warehouse, ready for shipping. If necessary, we'll have a designer format your files.

Rewards shipping

Working from a stock of completed products—that either we or you have had produced—we fulfill your rewards to backers anywhere in the world, via USPS, UPS, and/or FedEx. We'll pack all orders based on your reward tiers.

Project administration

Either of the above services also requires administration as well. We help you collect backer info in the format we require, as well as making sure your products are received, inventoried, and packaged/assembled if necessary.

Receiving & warehousing product

Included at no cost while we're handling your production or shipping.

Made That Thing web store for your products

Handled by our partner company, TopatoCo.

WE CHARGE:

Actual production cost + Designer costs if necessary + Actual shipping cost to us

Actual postage/supplies cost + variable handling fee based on package size and complexity

$250/month minimum— scales with product complexity and staff hours required

Afterward, $50/mo/pallet, or $25/mo with your TopatoCo store.

$3 handling fee per item sold. Revenues paid every 2 weeks.

IN MORE DETAIL

If any of your rewards haven't been completed yet

We can step in to help you finish formatting your files, find the best printer or manufacturer, and get the actual products completed and ready to ship.

Once your rewards are complete and ready to ship

We'll work with you to get your backers' shipping info and compile it into the format we need. Our package handling fee will scale with the size and complexity of the project, based on how many items are packed, if a special box needs to be built, and other factors; it will not exceed $6.

Our project administration fee

Covers all our time corresponding with you, your backers, and our vendors, as well as receiving and inventorying your products. If you need us to do any assembly or special handling, we're happy to do that for a little extra. If your project gets complicated and we end up doing a lot of rescheduling or managing unforeseen problems, this admin fee will raise as necessary to cover that extra work.

Product receiving and warehouse storage

Is free while we work together. If you set up a TopatoCo store for your product, storage at our warehouse will be $25 per month per pallet. Or, if you just want us to continue storing your inventory after the rewards shipping is all done, that's fine, we'll charge you monthly.

Made That Thing web store

If you'd like, we can sell your product in our Made That Thing store, which is a subsection of the TopatoCo store. You'd be included with other great creators and be paid every two weeks. This constitutes a separate contract with TopatoCo, and we can discuss this option more when the time comes.

HOW TO PAY

Once we have a contract:

You remit the first month's admin fee. We get to work on your project in whatever way is necessary.

At the end of each month:

We'll bill you for any overage admin costs as well as any incurred costs (design hours, etc). This bill must be paid within seven days in order for us to continue working on your project.

If you want to pay extra to avoid delays down the line, we'll keep a credit balance in your account. We can estimate several months' charges in advance.

When anything is ready to go to print:

We'll send you a special bill based on the quote we receive from the printer or manufacturer. You remit that amount to us, and we pay them. This must be completed before anything is approved to print.

When products are ready to ship:

We'll keep track of our shipping supplies and postage costs, and add it to your next month's bill.

Once we've agreed that everything's done:

Backer surveys often continue to trickle in for some time. We'll ask you to pay us a modest retainer for fulfilling these stragglers, and at the end of a year's time, we'll refund anything we didn't spend.

TO GET STARTED

If this all sounds good to you, the first step is for us to have a conversation so we're all on the same page, and so you can ask any questions you like of us. Here are the things we'll want to discuss:

1. What's the project? What does the actual product consist of? How big is it? What are the specs?

2. Is it complete yet? If not, what's left to be done? Do you need us to print it, or will we be doing fulfillment only?

3. What's your ideal timeline for when the project should be completed and in your and your backers' hands? What factors could hold up that schedule?

4. Are there any special considerations, or things that we should know about, but wouldn't think to ask?

In this conversation, if we agree to move forward, we'll make up a draft schedule, and send a copy to you for review. We can go back and forth on this schedule, but once we have it settled, we'll put it into the contract and block our our time accordingly—so it's important to get right.

The next step will be to issue a contract and get to work— either right away, in which case we'll send you the first month's bill, or at a later date, depending on the schedule we agree upon. But first, let's chat!

NOW LET'S DO IT!

LET'S MAKE THAT THING

Contact Sara McHenry to get started!
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