

Total Advantage FAQs

Q) Do I need a promo code? How do I redeem my discount?

A) Your discount is already in our system and will be applied to all customers who are registered at your company location. You do not need to do anything else.

Q) How will I know that my discount was included in my quote?

A) After you have uploaded your files and have made your menu selections (technology, material, finishing and quantity) your discount will be visible on the PDF version of your quote when you proceed.

Q) How do I know what my lead time will be?

A) At the bottom of your quote, you will see an estimated lead time. Please remember that this is an estimate and may not factor in your exclusive print queue priority benefit.

Q) How do I get started? How do I get a quote/place an order?

A) If you already have an online account, go to our online ordering platform at <http://quotes.stratasysdirect.com/> and upload your file(s). Select your materials, finishing options, and quantities, and complete the ordering process.

If you don't have an account, register and continue with the same process.

Q) What technologies are included? Does this go beyond additive manufacturing technologies extend into conventional technologies?

A) Yes, the technologies listed in the program overview and email are all reflected in the program.

Q) Which of your many factories will my orders be fulfilled at?

A) Your order will be processed based on the technology you select for your parts, your location, and the facility's capacity at the time of your order.

Q) Does this membership apply to everyone in my company?

A) Yes, Stratasys Total Advantage benefits are to all employees at the same location. If you have a colleague at another location who wishes to gain membership to Total Advantage, they can register for an account here <https://info.stratasysdirect.com/total-advantage.html>.

Q) Can I refer someone into the program?

A) Stratasys Total Advantage is an exclusive program for Stratasys printer owners only. Only Stratasys printer owners are eligible for this program.

Q) Can I compound my Total Advantage discounts with other Stratasys Direct promotions?

A) Your Total Advantage discount is automatic. If other special promotions are allowed to be included, they should be entered during checkout. Most promotions cannot be combined with Total Advantage discounts. Please check to determine if special promotions can be added during checkout.

Q) Why did you change the original program?

A) We found that FDM is among the most requested technologies within Total Advantage, so we increased the discount on that technology. We also anticipate great utilization of our new SAF™ technology, which is why we added it to our Total Advantage discounts.

Q) Why did you remove certain technologies?

A) Because of the complexity and requirements of DMLM and Injection Molding projects, we determined that pricing on these technologies would be set based on the specific requirements.

Q) Who can I contact if I have questions?

A) For the quickest response, please feel free to use the chat feature in our online ordering platform here: <http://quotes.stratasysdirect.com/> Login is not required to chat with customer support specialist.