

# Order to Completion Process



## Trailer Model

Escape 5.0    Escape 21C    Escape 21NE    Escape 19    Escape 17A    Escape 17B

## Order Number

## Expected Completion Date

<b>STEP 1</b>	Once you place a deposit you will receive an automated email receipt. Within 5 business days, you will receive a welcome email outlining procedure and projected completion date.		<i>Should there be a 'date revision', you will receive an email with the option to choose an earlier completion.</i>
<b>STEP 2</b>	Visit our website to explore our showcase videos and ever-growing educational content. <a href="http://www.escapetrailer.com/videos/">www.escapetrailer.com/videos/</a>		<i>Within 4-6 months of completion, you will receive an email from your Configuration Specialist to remind you to finalize the option selection for your Escape (Build Sheet sign off). We will set up a phone call to go over any questions.</i>
<b>STEP 3</b>	Once your Build Sheet is signed off, we will prompt you to decide your preferred possession date and location.		<i>US customers may choose delivery to either an Escape authorized HUB or Sumas, WA. Canadian customers may prefer to choose delivery or to pick up from our facility.</i>
<b>STEP 4</b>	Approximately one to two months prior to completion date, your Escape will enter production. You will receive an email notification.		<i>At this stage, the trailer shell is prepared and mounted to the chassis.</i>
<b>STEP 5</b>	Approximately two weeks after production begins, you will receive daily build progress photos.		<i>Previous customers have commented that watching their Escape take shape was the most exciting time.</i>
<b>STEP 6</b>	When your Escape exits our production line, photos will pause until the final photos.		<i>These photos are taken just prior to pick up/delivery.</i>
<b>STEP 7</b>	Nearing completion, our Delivery team will work with you to confirm delivery/pick up.		<i>If traveling to pick up your Escape, please do not book any accommodation until you receive a confirmed possession date.</i>
<b>STEP 8</b>	After you have received your Escape, our team will follow up and connect you to our After Sales team.		<i>We are available to answer questions via email <a href="mailto:PartsandService@escapetrailer.com">PartsandService@escapetrailer.com</a> or on our Escape Forum <a href="http://www.theescapeforum.com">www.theescapeforum.com</a></i>