

Protolabs Customer FAQ

Q: Why did Protolabs acquire 3D Hubs?

A: We acquired 3D Hubs in order to serve our customers better and meet more of your manufacturing needs. We will do this by expanding our service offering to handle more complexity, size, material and finishing options, as well as offer even more attractive pricing when speed is not of utmost importance. Together, we will be able to provide you the most comprehensive digital manufacturing service offering in the industry.

Q: When and how will my experience change and when will I be able to take advantage of this expanded offering?

A: At this time, your customer experience with Protolabs will remain the same. 3D Hubs will continue to operate independently and you can work directly with them to explore their capabilities. We will announce our integration plans at a later date.

Q: How is 3D Hubs' digital manufacturing model different from that of Protolabs?

A: 3D Hubs uses a thoroughly vetted, premium network of manufacturing partners to offer advanced manufacturing capabilities when speed is not of absolute essence. Each manufacturing partner goes through an extensive onboarding process before they're brought onto the 3D Hubs platform. This process includes pre-vetting of in-house machinery and quality management systems, completing multiple test orders, signing a non-disclosure and confidentiality agreements. Protolabs manufactures all parts in-house using its own equipment and internal manufacturing expertise. Combined, we will be able to provide you the best of both offers, Protolabs' speed and quality combined with 3D Hubs' ability to make more complex parts with broader range of price points and lead times.

Q: Will 3D Hubs name change?

A: No, 3D Hubs will continue to operate independently, under its current name for the time being.

Q: Will there be new services offered by Protolabs after the merger?

A: Yes. While both 3D Hubs and Protolabs have Injection Molding, CNC Machining, 3D Printing and Sheet Metal, 3D Hubs offers broader capabilities as well as technologies, such as Fused Deposition Modeling (FDM) on the 3D printing side.

Q: 3D Hubs uses a broker network to make my parts, won't that impact quality and delivery of my parts?

A: Yes, 3D Hubs does use their own premium network of manufacturers to produce parts. Those manufacturing partners go through a thorough vetting process and are carefully selected based on their quality, reliability, and capability and only the best suited partners are brought into their network.

Q: What happens next? Is this a done deal?

A: We expect the transaction to close by the end of January, 2021. Once it does, 3D Hubs will officially be a Protolabs company, however it will continue to operate under its current name and website for the time being..

Q: I'm currently working with both 3D Hubs and Protolabs. Will my account rep change?

A: No, you can continue to work with your current representatives at both companies.

Q: Who should I contact if I have additional questions?

A: You can reach out to your Protolabs or 3D Hubs account representative.
