

## **GRANITE & ZODIAQ ORDERING PROCEDURE**

Before any job can be started the following steps must be taken.

1.) Send a legible drawing to our office of your kitchen or bathroom to request a quote. Tell us what material you are interested in purchasing. Dimensions must be on the plan and include your name, address, fax and phone numbers, and how to reach you if we have questions.

2.) Once you have your quote and have agreed to a price, **fill out a Granite/Zodiaq Purchase Order. Don't leave anything blank.** If an item does not apply to your job, write N/A in the space. Your edges can be selected from the enclosed edge sheet.

3.) If you are purchasing granite we recommend you see the slabs in person. Several supply yards are available for you to visit. Directions to all are included in this packet.

**\*All stone yard visits must be coordinated through our office. Call Andrea Parrett to set up an appointment at the most convenient yard to you.**

Sign off on the slab(s) of your choice and send us the enclosed agreement sheet. (This step is not necessary for Zodiaq jobs.)

4.) Send in a completed, signed and dated Purchase Order and a 50% deposit to get your material on order and your job into the schedule. **No Granite or Zodiaq will be ordered without a deposit.**

5.) Please stay in touch with our office as to template dates, progress of the job and any delays you anticipate. **Scott Leonard** does all the scheduling and any changes to the schedule must be done with Scott. **At the time of the template you must have all sinks, faucets, cooking appliances, dishwashers, etc. on the job site. This includes soap dispensers, instant hot faucets, in short, anything that requires a hole or cutout.**

**\*Failure to have these items on site when we come to template will mean we cannot template your job. We cannot template** if there are missing items. Too many things can be missed or forgotten. We will be forced to cancel the template and you will have to call us to reschedule. If we come back another time you will be charged a fee for a return trip.

6.) Be patient. Don't ask us to rush your job through. No one will be happy with the results of a rush job. You have your whole life to enjoy the finished product. Your patience is appreciated.

**\*REMEMBER: You are buying a stone product. It is a product of nature and no two pieces are ever alike. Perfection is un-attainable. Certain characteristics are inherent in all stones and should be expected. Fissures, cracks, depressions, changes in color and texture, markings that change visually when lighting conditions are normal. Your tops are unique and no other tops on earth will match them. They are unique as snowflakes or fingerprints. Seams are visible. We will attempt to make joint seams as even and consistent as we can.**