

# The Process

1. Quote stage
2. Quotation approval
3. Measuring process and production launch
4. Installation

## 1. Quote stage :

- Submit to us a plan or hand-written sketches along with estimated surface measurements while making sure to indicate the length and the width of your counters (in inches);
  - Indicate visible sides where we should polish the edges by marking them with an X,
- The choice of colours (quartz, dekton, granite or marble) (link) \*\* If you still haven't made up your mind on either the colour or type of edging, our quote shall be based on a standard range material along with a basic edge type (pencil)
  - The type of edging you desire; (link)
- -Choice of material thickness - In order to provide you a quality service, you should schedule a meeting with one of our sales consultant at 450-688-8001. We'll be glad to guide you through the whole process!

## 2. Quotation approval :

Once the quote has been approved, our consultants will inquire on the chosen product's availability as well as the merchandise's delivery time. A 50% security deposit is required in order to proceed with the order. We accept credit cards (Visa and Mastercard), debit cards and checks. If you do not feel like coming on site to place an order, the whole process can be done by e-mail. We'll send you the documents containing: - Our terms and conditions; - A preauthorized credit card charge; - Maintenance and warranty.

\* [The documents must be signed and returned by fax at 450-688-0555 or by e-mail at info@naturalstoneemg.com](mailto:info@naturalstoneemg.com)

## 3. Measuring process and production launch

As soon as the order has been placed, we will contact you so to schedule a meeting in regards to the measuring process once your kitchen cabinets have been installed. We require sinks, faucets, stoves or other accessories to be on site while we measure to take the exact dimensions prior to launching the production of your counter and to avoid delays. It is essential that the owner of the house or a person responsible of the house can be found on site.

## 4. Installation

In order for us to ensure the quality of our products and services, we do not subcontract. Delivery and installation are done by our team at Natural Stone EMG. The deadline for its manufacture prior to the measuring process usually takes around 10 to 15 business days. We'll contact you to provide you with a date on which the delivery as well as the installation of your counters shall be carried out. It's also essential to provide an easy access to our installers. If an existing counter is in place, it will need to be removed prior to our arrival. We require the presence on site of the

homeowner or a person acting on his behalf so either one of them can inspect the installation and the final product. Please take note that we do not implement plumbing connections. The plumbing connections should be done 24 hours after the installation of your counter. In conclusion, we require the signing of the acceptance of the work as well as the payment balance prior to going ahead with the installation .