

Client Meeting/Appointment Scheduling

Janet Bartley – Receptionist (Janet@ultimategranite.com) or 724-443-8878

- Appointment schedules will be made through the receptionist when you call Ultimate Granite. We feel this gives all clients personal time with sales representative for a one on one appointment visit.
- A Sales representative will be assigned to you when you schedule the appointment. The receptionist will ask for general information before your visit. The appointment time is anywhere from 30 to 60 minutes. If the client is coming in for selecting stone for a whole house, please figure one to two hours on the first visit.
- Ultimate Granite is here to service you and your clients. We want you to have a wonderful experience in selecting your stone products.

Sales Process:

Pat Krasman – Sales Manager (Pat@ultimategranite.com)

Sarah Morrow – Stone Specialist (Sarah@ultimategranite.com)

Ultimate Granite welcomes wholesale and retail clients. We require appointments to better service you on your one hour scheduled visit with us. We want everyone to have ample time with the sales staff in making their selections.

Upon the client's first visit with us, please inform them to bring the following information or items to make the process an easy experience for them. We encourage you to come with your clients as well in helping them with their selections.

- Bring drawing layouts for all areas they are needing stone surfaces for with overall sizes.
- Bring flooring tile, cabinet color to make their selection with ease.
- A sales person will be assigned to you upon making your appointment, they will review and answer all your questions and review your kitchen layout with you on how you want your project priced.
- You will first be viewing the product line that you are most interested in having priced (Granite, Quartz, Marble, and Quartzite etc.). The edge treatments and sink details etc.
- When all information is selected the project will be sent to our estimator for quotation.
- If a client request a material hold the material will be tagged with the clients name and held for 5 days without any obligations. If we don't hear back from you in 5 days the hold will be released, so please call in to reserve your selection once you have made a decision.
- Please advise salesperson if you are requesting a special time frame for completion of your project (parties, holidays, closing date etc.) for install. We will try our best to make all requests happen.

Pricing the Project

Josh Stigel – Estimator (Josh@ultimategranite.com)

Provide Drawings with all of the following information:

- Provide all overall countertop sizes that include overhang.
- Indicate backsplash or no backsplash
- Mark all countertop areas that will need a finished edge treatment- (edge detail that you want priced)
- Indicate all center lines for required cutouts (sinks, cook tops, etc.)
- Indicate type of sink required (Under Mount, Farm Sink, and Vessel etc.)
- Provide LAST and FIRST name of client with the job site address.
- Product and material color selected (quartz, granite, marble etc.)

You will received an email quote from Josh within two business day provided we received all the necessary information. Once the quote is accepted, the contract will need to be signed and the entire contact returned to Josh. We require a half down deposit upon signing of contract.

Processing your order:

Judy Schmidt – Order Processor (orders@ultimategranite.com)

- Please contact Judy with your half down payment to start the order processing.
- We accept Check, Visa, MasterCard, Discover, American Express and also Green Apple Barter.
- All material are ordered upon receipt of your half down deposit along with the signed contract. No materials will be order without a deposit and signed contract (NO EXCEPTIONS)
- The last page of your contract is a job order form, this must be filled out completely to begin process and to keep you project moving forward.
- The order is on hold until the dealer or client contacts us and informs us that they are ready for template.

Template Processing

- Please contact Judy to process and schedule your template date.
- Judy will advise you if any other information is needed that wasn't submitted before.
- Before we come out to template ALL CABINETS MUST BE INSTALLED- fastened to walls. If any cabinet or side panels and moldings are not installed, you are not ready for template.
- Faucets, sinks, cooktops etc. must be on the jobsite for template. All spec sheets must also be provided BEFORE the template. This provides our template team with the information needed and it is a double check on the correct product in each area.
- Templates can take anywhere from two hours to a full day, this depends on the size of the project.
- If we are templating over existing countertops, all items on countertops must be removed.
- You will be scheduled with one or both of our templates, John or Matt

- We require that someone be on site when this process is taking place. It is important that this person can and is responsible for answering questions and signing-off on template paper work.
- All template information will come back to the shop to be processed for fabrication. If the sign-offs are not complete when template leaves the job site, your job will be on hold until all sign-offs are received.
- All returned sign-offs MUST BE RETURNED TO THE TEMPLATERS:

Matt: matt@ultimategranite.com

John: john@ultimategranite.com

- When all sign-offs are received, this goes to our programming department (production)
- When we quote an approximate time frame for installation, such as three weeks from template this means that once all sign-offs are received and programming begins it will be approximately three weeks from that date.

Install Schedule:

Confirmation contact (Janet@ultimategranite.com)

- Janet will call and email you to confirm your date and time of scheduled installation.
- We ask that you are present on the day of the installation.

Pick-Up Procedure: Shower pieces/Vanities Etc.

Upon arrival please come into the showroom and the receptionist will handle your pick-up.

- We accept all major credit cards for any balance due upon pick-up
- You will be asked to go to the side receiving door for pick-up. You will sign off for your purchase before you items are loaded.