



Introduction

To: Customers, Architects, Designers and Builders

Subject: Job Procedures

Ultimate Granite Surfaces, Inc. has assembled the Tri-State's best craftsman and new world technology under one roof. This enables us to produce the highest quality finished products and the ability to do so in an organized and professional timely manner. We have not and will never compromise on the quality and services we provide to our customers.

In order to make this a pleasant, seamless experience, we have procedures that we all need to follow to get the job done right and on time.

We may ask you to send Ultimate Granite Surfaces a complete drawing of the area being quoted, with the basic information that we need to quote, measure and install your project in a professional manner.

Any of the requests we make such as complete drawings, complete job name, address and contact information is to keep your project on track. This information is entered into our system at the start of the project to reduce emails and phone calls.

If there are any changes in material, color, sizes, bowls, faucets or any lack of communication this can and will change the proposed template and install dates.

Please help Ultimate Granite Surfaces to make this a perfect project and a great experience.