



## New Customers Information.

Welcome to Landford Stone. Everyone at Landford Stone hopes this will be the beginning of a mutually rewarding relationship. Please take the time to read this information as we believe this will help to prevent any problems from the beginning.

- Please provide us with a Plan of the Kitchen, Bathroom etc. to [sales@landfordstone.co.uk](mailto:sales@landfordstone.co.uk) or fax 01794 324242 **this plan will need to include the following:**
  - 1, Material name in granite, marble, limestone or quartz.
  - 2, Thickness of material.
  - 3, Edge detail required.
  - 4, Site Address or area.
  - 5, Number of sinks, taps, hobs, rad corners etc.
  - 6, Upstands, window cills and cladding.
  - 7, Customer name or your working reference.
- Once we've received the plan we endeavour to get this quoted for you within 24 hours. We understand that you may be in situations where you have your clients with you pushing for quotes ASAP. We have set up an urgent quote tray to ensure that your quote will be dealt with straight away. If required please put **urgent** on your quotes when you send them over so that we can deal with it promptly.
- You will then receive a formal quote back from us detailing everything that we will be undertaking on this job, including templating and fitting if required. **Please read the quotation through. Sign and return back to us with the black box in the bottom right hand corner filled in if you wish to go ahead with this quotation.**
- Your customer may wish to change material or details from the first quote provided. We will re-quote for you any changes needed. When asking for a re-quote **please send over the new plan with re-quote and the quotation number from the first quote provided on it. I.e. (67555 re-quote)**
- Our payment terms for new customers will be **50% deposit before templating and 50% on completion.** After a number of jobs you will be able to ask for a credit account application form, we will then discuss trading terms based on referees and credit references.
- After placing your order you will receive an order confirmation with all details on it again, this time including templating and fitting dates. **Please read this carefully and check all details.**
- Any collection work will be ready for collection minimum **7-10 days from the date we receive the signed order.** Any work that you require templated and fitted will be placed into the diary by Jo our scheduler. When you send over to us the signed quotation, please indicate the provisional dates that you require for templating and fitting and we will put you down for these dates, if we are full on your selected dates you will be informed and dates will be discussed with you and re-arranged. We will call you a week before templating to check all is ok and if re-arranging might be required. **If you're delayed for any reason, then you must inform Jo so that she can re-arrange the diary accordingly and give you new dates.**
- A qualified templater will make contact with yourself the day before templating date to confirm times they will be arriving and that you are ready for us to attend site. **Note: all templating will be done in the morning; we are unable to carry out any afternoon templating.**

- Once the templater has finished he will then send you a form confirming all details that have been discussed on site with us and the customer. **This will need to be checked and confirmed. You have 24 hours to contact us and let us know if anything is not correct.** We will then continue to the manufacturing process with the details that have been discussed on site unless otherwise informed.
- We highly recommend that all customers come to see us and look around the yard; we pride ourselves on this service and the great feedback that we get because we offer this. Your customer can choose their individual slabs. **These can be reserved only once we have a signed order.**
- Your customer can also come to see us again after the templating stage to place the templates onto the slabs and chose what parts they would like where within the kitchen. This will be under guidance with the sawyers, who will advise the customers the best way that the job can be cut. Please advise us at templating stage if this is required, so that we can prepare for when the customers come to see us.
- Usually 5 working days after templating our qualified fitters will install the worktops. This will either be first fit of the day in the morning or second fit of the day in the afternoon. They will leave care sheets with the customer including a very quick run down on how to look after and clean the material. With all Granite installations a rejuvenator will be left on site for the customer. If your customer has been installed with granite they will be left with a **Warranty form** to fill in and return to us, to which they will then receive their 15 Year Warranty Certificate. A **customer questionnaire** will be left with each job installed; we take all feedback on board and use information to improve things.

**Contacts: Office Tel: 01794 324232 Office Fax: 01794 324242**  
**Email: [sales@landfordstone.co.uk](mailto:sales@landfordstone.co.uk)**

- **Quotations:** Alice.  
Jenni. Main office number opt 1 or opt 2.  
Ryan.
- **Templating and fitting dates**  
**Including order confirmations:** Jo. Main office number opt 3.
- **Technical enquires:** Clinton.  
Ryan. Main office number opt 4.  
Danny.  
Scott.  
Andy.
- **Accounts:** Sarah. Main office number opt 5.
- **Templaters:** Main office number or  
Andy. Mobile: **07813108053**  
Shaun. Mobile: **07918162940**  
Colin. Mobile: **07815814917**
- **Contracts & flooring Manager:** Damien. Main office number or  
Mobile: **07773345558**
- **Production Manager:** Clinton. Main office number or  
Mobile: **07974001551**
- **Bank Details:** Sort code: **54-41-19**  
Account: **32141858**