



TOWER INDUSTRIES, LTD.

2101 Ninth Street SW • Massillon, Ohio 44647 330-837-2216 800-807-8889 Fax 330-837-2642

PROCEDURE FOR ORDERING STONE PRODUCTS

1. ESTIMATES

- a. The following information is required for all estimates:
 - i. Dimensions of pieces required. A drawing or copy of the plan, indicating the areas to receive stone and indicating any changes in height.
 - ii. Stone Selection and Edge Profile Selection
 - iii. Sink/stove/cooktops should be noted with type of cutout (cooktop, sink, slide-in range, etc...) and whether the sink is an undermount or drop-in.
 - iv. Any special conditions, radius corners, etc... must be noted.
 - v. Location of project, for installation estimating.
- b. Typical lead-time for an estimate is 24-48 hours.

2. ORDERING

- a. The following information is required to place your order:
 - i. Your completed Stone Pre-Template Checklist
 - ii. Your 50% Down Payment
- b. Once the above items have been received, your project will be scheduled for template.

3. SLAB SELECTION

- a. The customer has the option of selecting slabs for their jobs from Tower Industries' stock. **Slabs will not be held until a 50% down payment is received.**
- b. If slabs are not in-stock at Tower Industries, the customer is welcome to choose their own slabs from our broker's extensive stock. Once selected, your down payment must be received by Tower Industries within (5) calendar days of slab selection in order to secure the selected slabs.
 - i. Please note that price adjustments may be required once the customer's slab selection is communicated to us.

4. FIELD MEASURE/TEMPLATE

- a. Scheduling of a field measure appointment requires the following:
 - i. Your completed Stone Pre-Template Checklist
 - ii. Your 50% Down Payment

5. INSTALLATION

- a. The following items must be complete prior to installation:
 - i. Removal of existing countertops, fixtures, and plumbing
 - ii. Installation of overhang support brackets where required
(see item #4 of "Helpful Hints for Ordering Stone Products")
 - iii. Installation of additional blocking if required
(see item #5-g of "Helpful Hints for Ordering Stone Products")
- b. Additional Services not included:
 - i. Reconnection of plumbing, electrical, or gas connections.
 - ii. Installation of appliances
 - iii. Blocking and support cleats

6. RETURN TRIPS

- a. If we are required to make an additional trip to your jobsite because of a preventable or foreseeable issue, there will be a charge of \$135.00 for each additional trip.

Please feel free to contact Tower Industries regarding any additional questions or comments regarding this process. Thank you for your business!