



## **Amarestone's 'Personal Shopper Experience'**

### **First contact:**

- Talk through outline plans to gain a general understanding of the project requirements
- If possible, arrange a visit to discuss the project in more detail and view tile samples

### **Visit:**

Our visit typically involves:

- discussing design ideas and project plans in more depth
- showing whole tile samples and photos of previous projects
- identifying timescales
- carrying out a site survey or review of planning documents to confirm quantities
- offering technical advice on stone types and suitability, installation and maintenance
- answering any other questions
- for larger or more complex projects, we may need to arrange a further visit to refine the specification or show alternative samples

### **Quotation:**

- A detailed quotation is presented
- A deposit is requested to secure the order

### **Delivery:**

- The balance payment is requested
- A convenient delivery schedule arranged

### **Our Post Sales Support:**

- We are on hand to answer any questions and supply any additional materials or top-up orders
- We can advise on and supply specialist products for routine cleaning and maintenance
- If possible, we like to make a site visit when the installation is completed to make a photographic record of the project and to make sure that you and your client are completely happy with our products and services

