



New Customer Information

Welcome to Mayflower Stone, we hope this will be the beginning of a long term relationship. Please take the time to read this information as we believe it will help set the expectations from the beginning.

For Quotations

Please provide us with a plan of the kitchen/bathroom etc to sales@mayflowerstone.co.uk or fax to 01752 848760

Please ensure you include the following

- 1) Material name, and colour ie Silestone Gris Expo
- 2) Thickness of material required
- 3) Edge detail required
- 4) Type of cutouts required for example 1 undermount sink and 1 hob cutout
- 5) Any drainage required ie 1 set of grooves and recess
- 6) If Upstands, Splashbacks, sills or cladding are required and if so sizes ie 100mm upstands splashback 900 x 750
- 7) Any other items like end panels and if they are butt underneath or mitred seamless
- 8) Approx location ie Bude
- 9) Reference name for the quote to make it easier to identify in the future ie Smith, Bude

Once we receive the plan we will endeavour to quote within 4 hours of our standard opening times (excludes the weekend). We understand sometimes you might require a quote more urgent please call 01752 848844 and let someone know and we will do our utmost to turn it around in the timescale you require.

You will receive a formal quote back from us, please check it is as you expect, if it is not shown on the drawing then it is not included for example if there are end panels you would see the end panel drawn on the quote. Please let us know if there is anything to add/amend.

Once you wish to proceed please send an email or call with the following details

The quote number, the revision number, the confirmed colour choice and thickness, the property address, the best contact number to use for confirming times closer to the event and the required template date.

If you are a non account customer our terms will be 10% deposit with order balance on day of template. (if you would like to apply for a credit account please download the form on our website.

Any work you require templated and fitted will be placed into the diary by our scheduler, who will confirm back the closest date we can offer, if this is acceptable please confirm you wish to proceed. (the dates are not held until you confirm proceed)

After placing an order you will receive a order confirmation with all the details on, please read this carefully and check all details are correct.

We will call you a week before the scheduled template date to check all is on schedule and if rearranging might be required. If you are delayed for any reason the quicker you can notify us the less delay there would be for a new template date.

Our templater will make contact with yourself the day before the templating date to confirm time of arrival and to confirm you are ready for us to attend site. (please ensure you have anything you want cut into the worktop on site for the time of template ie sinks, taps, hob, pop up sockets so we can take all measurements)

Once the templater has finished he will fill out a large template form recording all your choices and requirements that have been discussed at template with your/the customer. This needs to be checked and a signature is required before we can proceed with manufacture, so please ensure someone with authority is at the template and will be able to confirm all the details and sign the paperwork. They will also give you details if you need to register a warranty as to how to do this (it is your responsibility to register the warranty within 14 days of the INSTALLATION date)

Once signed we will continue to manufacture.

If the material is more patterned like a natural stone on template the customer will be given the chance to visit the factory the morning after the template where they can layout the templates on the stone confirming which piece is cut from an area on the slabs, please ensure you confirm with the templater the time of arrival so we can have the slabs out ready for you to make the visit as quick as possible.

Usually around 5 working days after template our fitters will install the worktops. They will call the day before to advise time of arrival. Please ensure any outstanding works on template are completed prior to our arrival. Once the installation is complete they will ask the customer to check over the worktops, give them a care kit/info and ask the customer to sign off the job as complete.

Contacts office 01752 848844 fax 01752 848844 email sales@mayflowerstone.co.uk

General enquiries Option 1

Factory Manager Wim 07791 498785 or wim@mayflowerstone.co.uk

Accounts Option 3

Technical Questions Option 1 and ask for either Wim or Jamie

Installation Manger Ivor Patterson tel 07823 334628 or ivor@mayflowerstone.co.uk

Company Details

Mayflower Stone 15 Darklake View, Estover, Plymouth, PL6 7TL

Company registration number 06026084 vat no 900600876

Bank Account Sort Code -56-00-49 Account 32196970