

Start

CUSTOMER sends request for quotation with a dimensional sketch or plan by email to Stone Connection



STONE CONNECTION will raise the quote and respond to the customer within 24 hours (except Sundays & bank holidays)



CUSTOMER accepts quotation and sends PO or deposit along with potential template & fit dates



PLANNING will schedule the template & fit dates on the system



CUSTOMER will receive an order confirmation with dates and an appliance list, which will need to be returned



STONE CONNECTION receive PO or deposit and ensure details are correct & match the quotation.



INSTALLATION ADMIN ring Customer or Studio to confirm they are ready for templating 48 hours prior to due date



LASER TEMPLATER attends site and completes accurate survey. ADDITIONS sent to TECHNICAL for pricing



CUSTOMER can accept additions sent by Technical



INSTALLATION ADMIN ring Customer or Studio to confirm customer is ready for Installation 24 hours prior to due date. Final balance payment will be taken if required



PRODUCTION Complete manufacturing Complete Final Quality Inspection



DRAUGHTSMEN produce CAD Drawings/ Slab Overlays from templates



INSTALLERS will deliver & install to schedule.

Fill JOB COMPLETION SHEET for CUSTOMER sign off



JOB COMPLETION SHEET Customer signs off to complete the order



Final Invoice received by Customer

Finish

Stone Connection



Customer

