



# WHAT HAPPENS?

When I buy cast stone for my home, landscaping, or commercial property?

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- 1 We start by converting your ideas and drawings into a bid and estimate.
  - 2 You approve the estimate, or make changes and approve the revision
  - 3 Then you make a downpayment,
  - 4 We assign a job number and dedicated job manager to your project.
  - 5 We send you a submittal package,  
Describing in exact detail, what parts you are buying, and where they go on your property.
  - 6 You approve this plan and the costs
  - 7 We begin production process,
  - 8 When production is complete, we send you an invoice.
  - 9 When we receive your total payment, we ship the stone to you.
  - 10 After delivery, we continue to support you, until the final stone is installed and approved

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- We insure our products through delivery, and guarantee prompt replacement of and damaged pieces
  - After delivery, we are available for any installation or other questions.
  - *We're there for you, every step of the way, making sure your investment in cast stone is exactly what you want.*
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