



**Manufacture & Fit Specialists of Natural Stone Products**  
**[www.g-o-n.co.uk](http://www.g-o-n.co.uk)**

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## **FAQs**

**Q1) What is the turn around time between templating and installation?**

A1) Approx 10 working days. Depending on the workload at the time of order. 2 weeks is the average turn around, but could be anything between 1 – 3 weeks. We will always give an indication when order taken

**Q2) What is it that determines the price range of each stone; ie: low, medium & premium?**

A2) The price range is not determined by the quality of the stone. It is more to do with the availability, country of origin & labour charges from the quarries.

**Q3) Where does the stone come from?**

A3) All over the world, such as Brazil, Finland, India & Africa. We have a list available with the origins of all the stones that we stock.

**Q4) How do your prices compare to other companies?**

A4) We make no claims to be the cheapest. We buy in the best quality materials available to us & all our staff our highly skilled craftsmen. We aim to be as competitive as possible without compromising on quality

**Q5) What is the price per metre run of worktop?**

A5) Our pricing structure consists of three parts: Firstly we price for sq m (not linear m ), then we price for the manufacture requirements & finally template & installation. We can give sq m prices for each stone but this is in raw form & as every kitchen has individual requirements this doesn't give a true reflection of total costs.

**Q6) Can I get a price over the phone?**

A6) If you can fax or email a plan this is the best way to get a definite quote for your worktops. If your requirements are straight forward we can take details over the phone but cannot provide a firm price in case details misunderstood.

**Q7) Can I provide you with measurements rather than having a template done?**

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G.O.N Granite & Marble Ltd, Bachymbyd Workshop, Ruthin Road, Llanrhaeadr, Denbighshire LL16 4PF

Vat Registration No: 753 2411 54. G.O.N Granite & Marble Ltd. Registered in England & Wales No: 4248009. Registered office as above



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A7) We do advise that you benefit from our template service in order to get the best fit possible. It only takes a couple of mm to spoil the finished result of your worktops. No matter how good a job our craftsmen do in the workshop if the job isn't measured or installed correctly the finished result will look poor. Please see our template requirement sheet for more information.

**Q8) Do you cut & polish on site?**

A8) No – All procedures are carried out in our workshop. In some cases we may finish ends on upstands but avoid this if at all possible.

**Q9) Do I need to be present when you template & fit**

A9) Yes – In order to go through all details and confirm important details with our templater. We require a customer signature confirming all details on our template sheet before manufacture can commence. When we fit your worktops you need to be present to confirm you are satisfied with the final result.

**Q10) Can I see any samples?**

A10) Yes we strongly advise all our customers to see a sample of their chosen stone. The true colour & graining cannot be seen in pictures. We welcome visits to our showroom & you may take as many samples as required. If you cannot manage to visit we can post samples for a nominal postage charge that will be credited to any purchases. Our templater always carries a full set of samples to confirm stone choice.

**Q12) Will my kitchen be left in a mess?**

A12) Our installation team are totally professional and will always leave your kitchen as found.

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