



Granttech

Natural Stone | Quartz | Porcelain

Service Level Agreement

Templating:

- Granttech will always send an e-mail confirmation for any booking (if it's not e-mailed, it's not booked)
- Granttech staff will always ring pre visit to confirm with clients that they are on the way and will call if running late. (Granttech would require client's direct number* or the fitters)
- Granttech would require clarification that the job is ready for templating via photos* (we do understand that on occasions we need to do a work round)
- Granttech will forward all files after templating for verification
- Any amendments to price will be notified Verbally and by e-mail, we would then await conformation of the changes pre-production
- * This would help all parties to have this information to aid and speed the service

Installation:

- Granttech will always send an e-mail confirmation for any booking (if it's not e-mailed, it's not booked)
- Granttech staff will always ring pre visit to confirm with clients that they are on the way and will call if running late. (Granttech would require client's direct number* or the fitters)
- Granttech will do a preinstall inspection prior to fitting to ensure the area is safe and above all check for any potential issues i.e., damage pre-install and report these

- Grantech upon completion will follow their procedures to ensure that all levels of finishing are to the standard of Grantech i.e., cleanness of surfaces, all areas wiped down, all joints and sealants completed
- Grantech on completion will photo all areas that have been fitted and will forward to client/contractor
- Grantech honesty policy to report any damage that we cause to the client/contractor and photo to ensure a smooth transition to resolve.

After care:

- Any issues that may occur Grantech would try and resolve within 48 hours with an answer.
- Where we have anything that can't be resolved i.e., a remake of material, we would endeavour or to have resolved within 5 working days (subject to material)
- Any issues that are not resolved are to be reported directly to the MD on gregg@grantechworktops.com