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## FAQs

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#### **Do you sell to the public?**

Yes, we do. What type of project do you have going?

#### **Do you need an appointment?**

No, we don't require appointments. Walk-ins are welcome, but appointments are preferred. That allows for uninterrupted time with a representative. I can go ahead and schedule an appointment with you now if you'd like.

#### **What is your starting price for Granite or Quartz?**

We have both granite and quartz at the same starting point, \$50 per sqft. This includes material, fabrication, installation & tax. We also have partial and single slabs for as low as \$35 sqft. It really depends on what type of project you're doing.

#### **Are there any other Fees?**

There can be other costs such as sinks, cutouts, demo, plumbing, etc. What's best is to provide a hand drawing with measurements and/or pictures of the project and we can provide a soft quote at no charge. What's your email address? I can send you some bullet points of what we need for a quote, and then you can just reply to that email with information about your project.

#### **What does your sqft price include?**

It includes material, fabrication, installation and tax.

#### **Do you do in home consultations?**

We don't do in home consultations, we have a lot of material options and it's best to come in and meet with one of us on site. We do encourage you to bring pictures of your project to reference in your appointment and any inspiration pictures you have. A simple drawing with your measurements is all we need to get started. **Oh, I don't know if I would be comfortable providing my own measurements.** I understand, it is only to get an idea on cost and material usage. If you decide to move forward with RockTops we would get an actual template and use the laser measurements to fabricate your countertops. However, if you're still unsure we can have a representative come out for an onsite measure. What day and time works best and I can get that scheduled for you.

**Do you do repairs on countertops that Rocktops didn't install?**

Yes, we do. What's your email address? I can send you some bullet points of what we need for a quote, and then you can just reply to that email with information about your project.

**Are you taking new builders?**

Absolutely! We would love to connect you with one of our sales managers to visit with you about that. Do you mind if I just ask a couple of questions to make sure we get your information to the right person? 1) how many homes do you build a year? 2) What area do you build in?

**Do you fabricate granite that I own?**

We can fabricate granite that you own but we do require pictures of the material and job details before we say yes. We would need you to email the pictures of the granite, the sizes of the granite and details for what you want fabricated. That would be reviewed with management and a quote emailed to you. What's your email address? I can send you some bullet points of what we need for a quote, and then you can just reply to that email with information about your project.

**Do you have material onsite?**

Yes! We stock enough material to be a small supplier. We have quartz, granite, quartzite and marble options. We try to keep very current with our selection and definitely recommend you come take a look.

**Do you have your inventory on your website?**

Not at this time. We do have a great tool called a kitchen visualizer on our website with over 100 colors on there to do your own design. But ultimately we would love to have you come in and view the material we have on site.

**Do you have a boneyard or remnants?**

YES! We have over 200+ remnants to select from starting at \$35 sq ft.

**What is your timeline?**

Once all details are confirmed and a 50% deposit is received we can get your template scheduled. It takes about 3 days to get that on the calendar and 2-3 weeks after that is your install for a retail project.

**How far out do you go?**

We have gone from the Lake of the Ozarks to Salina. There can be trip charges involved but we will go most places if the project is a good fit for us.

**Do you sell sealer?**

Yes, we have Aqua Mix Sealer's Choice Gold for \$40.00 and AquaShield Cleaner and Resealer for \$20.00.