

Order Procedures

Quote Procedures

1. Fax, email, or bring a drawing and accompanying specifications to LATITUDE. One of our customer service representatives(CSRs) will send a quote back to you promptly. Necessary information is required before quote can be processed.
2. Educate the customer about the surfaces available to them. Customer should know the properties of the surface that they are interested in. All surfaces can suffer thermal shock and chips. Please refer to the care and maintenance section and properties of the surface they choose for specific information.

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3. Fill out an Order Confirmation Form in its entirety and send to LATITUDE at least one week prior to templating. Your CSR will make sure that all of the information is complete and will call you or your customer to schedule a template and installation date.
4. Include all specifications (sink, stove, etc.), final layout and map to site when sending the confirmation sheet.
5. The template date will be scheduled for the first available business date or the business date that is convenient for you and/or your customer. The installation date is scheduled typically for 10 business days after the template. If you select granite, you are required to tag your granite before template and installation dates can be scheduled.
6. The day before the template date, you and your customer will receive a call (and/or email) to remind you of the appointment as well as give you a time frame of when the CAD/CAM Technologist will arrive. Time frames for arrival are generally between 8:00 am -12:00 pm, 11:00 am - 3:00 pm and 12:00 pm – 6:00 pm. Work may exceed time frame given. It is mandatory that an adult customer or designer be on site and present for the template. They may be required to answer questions about the design of their surface.
7. The day before the installation date, you and your customer will receive a call (or email) to remind you of the appointment as well as give you a time frame of when the installers will arrive. Time frames for installers to arrive are generally between 8:00 am -12:00 pm, 11:00 am - 3:00 pm and 12:00 pm – 6:00 pm. Work may exceed time frame given. It is mandatory that an adult customer or designer be on site and present for the installation. They will be required to sign the completion certificate once the installation is completes and inspected.
8. For any service inquiries, call our quality assurance manager immediately.