



*Suppliers and Installers of Granite,  
Quartz and Natural Stone*

GRIGGS MASONRY LTD



A simple process with beautiful,  
long-lasting results – guaranteed by  
the Guild of Master Craftsmen





## INTRODUCTION

Choosing your new granite or quartz worktops can very quickly become an overwhelming task – especially when you're faced with deciding between a vast range of colours, textures, features and products as well as prices. Some stonemasons have as many as seven different price bands with over 20 materials in every band to consider!

We're all for offering people a wide range of choices but we know how confusing and time-consuming comparing quotes for different products can be. That's why we've developed a simple yet elegant five-step process for all our customers... it's guaranteed to save you time and energy yet ensure you end up with the granite or quartz worktop that suits your needs perfectly.

We've made the pricing very easy too by creating our Contract Range. It features 15 high quality granites and 15 high quality quartzites – all at the same price. No more need to compare different materials in different price ranges – they're all available at the same price.

You'll find details about the Contract Range in the next few pages along with the simple process we use to ensure you end up with the stylish kitchen you want.

You'll probably have lots of questions about our products and service – and to save you time and effort, we've included a list of the most Frequently Asked Questions here, along with the answers! (You'll find everything from why we take templates to how to prepare for installation day and how to care for your new work surfaces.) You'll also discover what our customers say about us – how they feel about their new kitchens and why they continue to recommend us to their friends, colleagues and customers.

By the time you've finished reading it, I hope you will feel inspired to let us help you create the kitchen of your dreams!

On behalf of the Griggs Masonry team, I wish you the very best and look forward to meeting you soon!

Will Griggs,  
Managing Director  
Griggs Masonry Ltd



## THE CONTRACT RANGE - STYLISH YET AFFORDABLE CHOICES

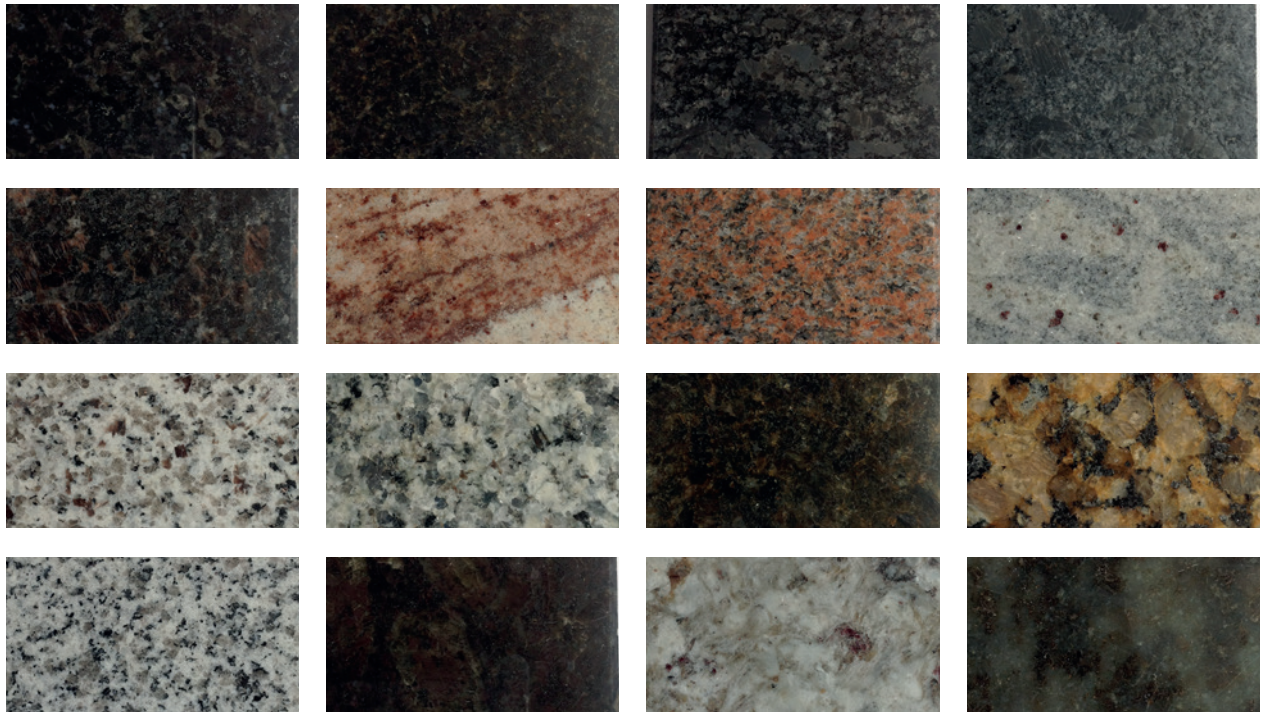
Our new Contract Range features 30 stunning materials (15 types of high quality granite and 15 types of high quality quartz materials) sourced from around the world.

The beauty of this stylish yet affordable range is that the prices are the same, no matter what material you choose.

Normally, some of the stones in this range would be more expensive than others but we want to keep things easy and simple – so all you have to do is choose the stone you want.

We will then provide a quote for your kitchen, based on the plan or dimensions involved. It really is that simple and that easy!

## GRANITE SAMPLES



## QUARTZ SAMPLES



## WHAT NEXT? THE SIMPLE 5-STEP PROCESS

### Step 1 Get in touch

Simply call 01322 771789 or email us today (info@griggsmasonry.com) to talk through your ideas. We can then arrange a site visit to your home to show you samples in the Contract Range and to discuss your ideas in more detail. We'll ask you to email us your kitchen plans before the site meeting so we can provide you with a quote.

### Step 2 We make a site visit to your home

One of our experts will visit your site/home/project to discuss your plans in more detail. Our expert will advise you on your options, our requirements and help you with your style choices as well as guiding you through the stages of the whole process.

### Step 3 We return to make templates of your kitchen surfaces

Once you have ordered your granite or quartz countertops and made an initial deposit, we make an appointment to return to your home to make templates of your kitchen worktops and surfaces. Those templates will be exact replicas of the sizes of the pieces of granite so you will be able to visualise all the shapes and features we will install.

Since the plastic templates are transparent, we can see into the units so we see what work needs to be carried out by you or your kitchen fitter with regard to manipulating units, cutting front rails out for sinks, etc. We can show you what work needs to be carried out. For example, we might say, "Your sink is going to go there and you've got this piece of unit that's going to be in the way. You need to cut it away before we come with the material." We make marks on your existing units so the work can be carried out while the granite is being manufactured.

Once you are happy, we will ask you to sign the templates to give the approval of the design.

### Step 4 Using the templates we cut your granite or quartz countertops

In our factory, we use high specification machinery to manufacture the stone to the exact shape of the templates. After this, the pieces of stone are finished by our in-house masons and then undergo rigorous quality control checks to ensure your worktops are up to our very high standards.

Step 5- We return to your house to install your chosen stone countertops

At the templating stage, we will discuss a convenient time slot for our fitting team to deliver and install your stone to complete the project. Once fitting and installation is complete to our mutual satisfaction, you will be asked to sign off on the work carried out, and settle any outstanding costs.

## FREQUENTLY ASKED QUESTIONS

### Do you provide a guarantee?

Yes. We provide you with a five-year guarantee for fitting and material (but not accidental damage). What's more, our guarantee is insured by the Guild of Master Craftsmen, which means even if we went out of business, you will be provided with sufficient money to employ another contractor to remedy any defects. The Guild has an enviable world-wide reputation, earned over many years, for representing quality, craftsmanship, and customer service.

### How long will you take to give me a quote?

Our quotes take about 24 hours – that's because we get in contact with the quarries we deal with, that are all over the world and obviously this can take time due to the time differences between countries.

### What happens if I can't go ahead with the work right now? Will the quote still be valid a few months from now?

The quote we give you today will be valid for six months. We can hold our prices for around six months, which means we honour the quotes we give for six months. Any longer than that and we will need to provide you with a new quote. The fluctuations in the currency markets make it impossible for us to honour the quote beyond this period of time.

### How do I choose the right colour stone surface for my kitchen or bathroom?

Granite countertops come in a wide number of colours, patterns and variations, ranging from browns and beiges to reds to whites and from blues to blacks. Each granite slab has different grain, flakes or speckles.

When choosing the colour of your stone surface, keep the following point in mind: dark-coloured countertops or surfaces will make your kitchen appear smaller while light coloured countertops or surfaces will make the area appear more spacious. If your kitchen does not have a lot of light, particularly natural light, it may be best to choose a light coloured countertop. The choice, of course, is yours.

Do consider the colour of the floors, walls, cabinets and hardware when choosing your stone countertops or surfaces. Coordinate your granite or quartz countertop colour with these, so the counters will blend in and not look out of place. If you plan to change the décor of the entire room, factor in each of these items so the room has a uniform style.

### What happens after you make a site visit to my home?

Once you have ordered your granite or quartz countertops and made an initial deposit, we make an appointment to return to your home to make templates of your kitchen worktops and surfaces. Those templates will be exact replicas of the sizes of the pieces of granite so you will be able to visualise all the shapes and features we will install. We then run through the template with you and ask you to sign an agreement. The templates will then be taken back to our factory and used to cut the exact shapes of your kitchen worktops. We will then return to install them into your home.

Since the plastic templates are transparent, we can see into the units so we see what work needs to be carried out by you or your kitchen fitter with regard to manipulating units, cutting front rails out for sinks, etc. We can show you what work needs to be carried out. For example, we might say, "Your sink is going to go there and you've got this piece of unit that's going to be in the way. You need to cut it away before we come with the material." We make marks on your existing units so the work can be carried out while the granite is being manufactured.

## Why do you need to make templates of the counter tops and surfaces? Can't you just take measurements or cut the stones while you're in my house?

Your worktops need to be cut to the right size and shape to fit the different parts of your kitchen. It's not easy to make alterations in your home – cutting stone is an extremely noisy and dusty business and requires high precision machinery – which is why our expert stone workers instead make templates in your home and then use them to cut the stone slabs back at our premises for an overall better job.

## How do you ensure the countertops will be a perfect fit?

Our installers visit your home and create clear plastic templates from your kitchen fittings (countertops, window sills, etc.) before delivering those templates to our factory site. Your countertops are then cut to the exact size and shape of those templates. This means your stone countertops will be an exact fit.

## What do I need to do before you come to create templates?

If your kitchen is undergoing any other renovation, you need to ensure that your kitchen fitter has all the base units and end panels in place. That means, the fittings need to be level and secured and tied in to the walls.

Any wall tiles that might prevent the template being taken must be removed. This will allow the surface to be templated back to the wall.

All kitchen runs need to have appliances (such as hobs, sinks and taps) in place at the time of templating.

We can arrange to do this preparation work for you for an additional charge – please contact our office to discuss this in more detail. Simply call 01322 771 789 or email us today ([info@griggsmasonry.com](mailto:info@griggsmasonry.com)).

## How long do I have to wait from the time the templates are made to having the countertops and surfaces installed?

It takes between five and six working days for us to manufacture, finish and quality-check your kitchen countertops and surfaces. At the time of the templating, we give you a fitting date with a morning or afternoon appointment time.

## How much time do I need to take off work while the countertops are being installed?

Half a day should be sufficient. The installation process takes about three hours. When we arrange an installation date with you, we will give you either a morning or afternoon installation time, so that you are able to arrange your time to suit.

## How long does the installation process take?

The installation process takes around three hours.

## When do I pay?

When you decide to hire us to install kitchen countertops and surfaces and choose the stone you would like, we will ask you for a non-refundable 50% deposit. The balance of your payment will need to be arranged and paid on the day the stone surfaces are installed.

## What do I need to do on installation day?

### i) Provide clear access for installers

Since your installers will be moving extremely heavy stone slabs into your kitchen, you will need to make sure you provide them with a clear and easy access route from your front door through to the kitchen.

### ii) Make final payment

Installation day is also when the balance of your payment will be due so please ensure that you have made arrangements for that.

## How soon can I start using the new countertops and work surfaces once they've been installed?

You must wait between 24 and 48 hours before using the new countertops and work surfaces (especially taps and sinks) to ensure the adhesive has dried.

## How do I look after my stone counter tops and work surfaces?

When we install your bespoke kitchen countertops, we give you a complimentary kitchen care kit, containing high-quality products from Lithofin, which will help you to keep your stone surfaces looking like new. The kit, which normally retails at £50, includes a sealer, stone polish and a power cleaning product.

You will also have access to our very own Stone Doctor (via a dedicated page on our website) who can advise you on what to do in case of accidental damage. Granite and quartz composite countertops and surfaces are extremely hardwearing and durable, but they need to be sealed about once every six months to prevent stains. The Stone Doctor, for instance, recommends that you:

- Wipe up any liquid spills on your granite or quartz surfaces immediately
- Don't use the stone surfaces for cutting food or other material – use a cutting board instead
- Don't stand on the stone surfaces to reach objects – instead use a step-ladder placed safely next to the stone surface
- Don't rest or place hot saucepans or cooking trays directly on the stone surfaces (Quartz Only)
- Reseal your granite countertops and surfaces with a Lithofin sealer once every six months (as a customer, you will receive a Lithofin sealer in your complimentary kitchen care kit when we install your kitchen surfaces).



## WHAT OUR CUSTOMERS SAY ABOUT OUR PRODUCTS AND SERVICES

"I contacted Griggs Masonry as they came recommended by Howdens. The service I received was prompt, factual, efficient, friendly & professional. I was happy to receive professional advice regarding colour, style, fitting and other aspects of my kitchen which were outside the remit of the worktop.

"After the initial meeting I promptly received the quote for my granite worktop - by the end of the day - and as such, placed the order. I was happy with the price quoted. I appreciated the overall approach from Griggs Masonry and I felt it to be an 'honest' and 'no-nonsense' approach.

"I would of course recommend Griggs Masonry to friends and family."

- Mrs Wallis of Bexleyheath

"My experience with Griggs Masonry was first rate, everyone who enters my house comments on my granite worktops and my fantastic bathroom. I recommend this company to everyone that asks."

- Miss Checksfield, Kent

"A friend referred Griggs Masonry to me, and I was not disappointed! Excellent service and a friendly family company." Mr Spalding, Surrey

"A\* company, great work, great guys."

- Mr Bradley, Bexley

"We use Griggs Masonry for all of our customers because we know they will get looked after."

- GK Construction, Orpington

"I live in a 6th floor flat, Griggs Masonry was the only stone company that would take my job on, thanks guys!"

- Mrs Peel, London

"Service with a smile! Will and everyone at Griggs Masonry helped me create my perfect kitchen."

- Ms Forbes, Brighton



## ABOUT US - GRIGGS MASONRY LTD

Our customers – home owners, businesses, building developers and building contractors – all have unique requirements. What they all have in common is a desire to have beautiful high-quality granite or quartz counter-tops and surfaces installed by experts and for the process to be simple and hassle-free. That's why they come to us and continue to recommend us to their friends, colleagues and their own customers.

We source high-quality granite and quartz from around the world. We help our clients to choose the stone surface that will best suit their needs and then we manufacture and install it. It's a simple five-step process from first enquiry through to installation. The result is always beautiful and long-lasting.

To discuss your plans or project, please call us today for a no-obligation chat. Call: 01322 771789 or email us at [info@griggsmasonry.com](mailto:info@griggsmasonry.com).

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