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FAQ's To Consider When Selecting Material From A Supplier

In order for us to live by our mission statement, "...exceeding customers expectations," it is our desire to have the customer start here when selecting material. This allows us to better educate the customer by answering fabrication questions, maintenance and care concerns, color selections, etc. However, we realize that visiting our facility is not always possible. It is for this reason that we have created this document. When a customer decides to go directly to a supplier for their material selection, there are a few more significant considerations to keep in mind, which are listed below.

Do I need to make an appointment before visiting a supplier?

Most suppliers prefer customers to make appointments, so they can answer their questions, etc. They do however, allow customers to browse their showrooms without appointments. We recommend calling and making an appointment ahead of time, so that you can receive the attention and time you require.

Are all natural stone products priced the same?

No, pricing varies from material to material. Please direct all pricing questions to us, instead of the supplier, as they do not know our pricing structures; and you shall not be paying them. After making your selection, we can provide pricing for all colors you are interested in. If you are unsure about your color selection, we can still quote your project by giving you prices based on our various price selection color groupings.

How do I know how many slabs to reserve?

Slab sizes can vary depending on the color you select. PGC would be able to determine the number of slabs required once a drawing has been submitted and slab size is determined. A typical kitchen project would require 2 – 3 slabs, however there are exceptions. Please feel free to call us from a supplier with slab sizes. If we have drawings for your project, we can then determine how many to reserve.

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What thickness should a slab be?

When visiting a supplier, please make sure you are not only looking at the material color and other characteristics, but also the material thickness. Material thickness can vary from slab to slab.

Industry standards for slab thickness:

3cm +/-3mm, (or 1-3/16" +/-1/8")

Note: PGC shall reject any slab less than 1-1/8" thick, unless the customer that selected it has specifically approved the thickness (via signature).

How do you determine if a stone is fragile?

Stones such as onyx, travertine, slate, limestone, marble, and very few, but some granite selections; have geological flaws such as veins, voids, and fissures/cracks, which make them susceptible to breaking and are more difficult to fabricate. These factors along with the use of a mesh/fiberglass backing are indicators that a stone may be more fragile than other selections. When a customer comes to PGC to select their stone, we do our best to inform them if they have selected a stone that is fragile. When this happens, we also provide a Fragile Stone Notification form to the customer to sign off on. When a customer goes directly to a supplier to select stone, the supplier most likely will **not** inform the customer that the stone that they have selected may be considered fragile. Customers should look at the back of slabs for mesh/fiberglass backing and direct their questions to PGC in regards to it.

How do I know the material I selected at the supplier will be the material that is fabricated in your shop?

When selecting material at a supplier, the supplier will have you complete a "selection sheet" indicating color selection, lot number/location number/serial number, etc. You will also need to specify that you are using PGC as your fabricator. The supplier will fax the selection sheet to us upon completion. After we receive your selection sheet, and your down payment, we will match it to your proposal and issue a purchase order to the supplier to order the material you have specified. Once the material arrives here, we will inspect it and compare it to your selection sheet to verify that we have received the correct material.

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Who do I discuss slab characteristics vs. fabrication practices with (areas to avoid or not avoid)?

Most times suppliers do not communicate directly with PGC regarding conversations that you, the customer, may have with them regarding specific areas of the slab to avoid, or not to avoid, or the layout of pieces on the slabs. The only way to ensure that requests are taken into consideration before fabrication, is to come to our facility. Once the material has been received, and the measure is complete, we can specifically discuss your layout desires. We will do our best to accommodate your requests. Please inform the PGC customer service representative of this request immediately after you have selected your material.

Should I expect the supplier to move every slab that I want to see?

No, suppliers stock material in "bundles". These bundles contain slabs from the same block, which are all matching material. If after selecting material, it is determined your job requires more than one slab, we will call to reserve a "matching slab(s)". If you want to see more than one slab of a specific color, and if there is more than one bundle/lot available to see, we recommend calling the supplier ahead of time to set up an appointment. Please let them know at that time, that you may be interested in seeing more than one slab. They will let you know if this is a possibility.

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