



premiersurfaces

Before You Buy, You Should Know.

Is the fabricator fully insured?

Premier Surfaces is fully insured, which protects you and your home. Companies in this industry sometimes skip the expense of insurance to offer lower prices, but you can personally be held liable for anything that happens in your home if the fabricator is not insured.

What is the Internet feedback / reputation of the fabricator?

Premier Surfaces provides our customers with such exceptional service, a lot of our business comes from satisfied customer referrals. You can find customer testimonials here and our 5 star service ranking at: [Google Reviews](#) [Kudzu.com](#)

Premier Surfaces was also the recipient of the Consumer's Choice Award in Atlanta for 2008, 2009 and 2010 and have an A+ ranking with the BBB.

Is the fabricator a member of the Marble Institute of America (MIA)? Are they accredited by the MIA?

The MIA is the governing authority in the stone and marble industry and they provide a wealth of education and credibility to its members. Premier Surfaces has been a member of the MIA for over 8 years and is the only fabrication company in Georgia that has achieved the prestigious honor of accreditation, which signifies the best of class credentials.

Does the fabricator have a facility to choose / approve slabs?

Since there are huge variations in quality and appearance of stone, it is important that you view and approve your slab prior to purchasing your countertops. Often, low price fabricators will buy commercial grade (2nd quality) stone and sell it to customers. Ask to see various selections of your desired material. Premier Surfaces has a full slab gallery, where you'll see one of the largest collections of exotic granite in the marketplace. Visit us and find the perfect slab for your project. At Premier Surfaces, you'll only find the finest quality material - we don't stock 2nd quality material.

Do you get to approve your slab layout and can the company show you a picture proof of how your countertops will be laid out?

Most companies will tell you they will do their best to lay out your kitchen. Don't leave this up to someone's guess work and chance, get proof of what the final product will look like. This is your investment, protect it. Our customers are given an actual high-resolution photograph of how their slabs will be cut and installed. Our customers have the option to approve their slab layout before it is cut.

Who will be in your home? Does the fabricator have safe, background checked, drug-free employees or do they sub out their installs?

Your home is an investment which holds the thing most dear to you - your family. Make sure you don't take any chances with the people you allow in your home. Many fabricators use subcontractors or day laborers on a job-to-job basis. We background check and drug screen all of **our employees**. We do not sub-contract our work, so you can feel comfortable and safe, knowing your home is in good hands.

Do the installers speak English?

Installation crews, which speak little or no English, will provide a great deal of frustration to the customer. Our install crews all speak English so you can easily communicate with them.

Are the templates used to make your countertops done digitally or by hand?

Digital templates use technology that will assure that your countertops fit perfectly the first time. Some of our competitors still use old style hand templates, made of wooden strips or paper, which can lead to inaccurate measurements and poor fitting tops. As talented as a template maker may be, the computerized digital template is much more accurate and will leave you with a much better fitting countertop. Our installations are quicker than most companies as well, because our pieces are cut precisely to fit - while other companies tend to do a lot of cutting on the job site.

Does the company use Gorilla Grips for the installation of your new countertops?

Gorilla Grips are a tool that will mechanically pull your countertops seams as tight as possible; this assures your seams will be flat, level and tighter than a person can make them. Some companies get the pieces as close as they can by hand and then just "fill the gap" leaving wide, unsightly seams. This is a finishing touch your neighbors and friends will notice and remember. Each of our installation trucks is equipped with and utilizes the Gorilla Grip.

Does the fabricator use a CNC machine or do they fabricate by hand?

Hand fabrication will leave waves in your edges that you will see after installation. Ask to see their equipment. All of our cuts are made with the most modern, state of the art equipment; machine made edges from CNC equipment will not leave any waves, in fact, you'll get a perfectly straight edge that will highlight the beauty of the stone.

Does the fabricator have a water recycling system?

It is common for most fabrication facilities to fabricate by cutting the stone dry (opposed to wet cutting). This is a major safety violation and puts all employees and visiting customers at the facility of health risk and is very environmentally unfriendly. A water recycling system is a good indication that the fabricator practices wet cutting and is safety conscious. Premier Surfaces fabrication facilities are GREEN; running a completely wet shop and in compliance with all OSHA regulations.

What is the fabricator's scheduling process? How large of a window for delivery do they give you?

A scheduled template or install should not waste your entire day. 2-3 hours for each appointment is standard. We schedule at your convenience with confirmation calls. We respect our customer's time, and we give our customer a small window in which our crews will arrive, assuring you can get back to your everyday activities even sooner.

Will the fabricator let you inspect his work or provide you with references & testimonials?

We welcome customer inspections and are pleased to present our excellent references. Visit a Premier Surfaces showroom and you'll find walls lined with testimonial letters from happy customers.

What is the process? Does the fabricator provide a dedicated project manager to ensure your job runs smoothly?

If you don't have a dedicated project manager looking after your project, your experience could be frustrating and your project could be compromised. All of our projects are assigned a dedicated project manager who will be your main point of contact and oversee every detail from beginning to end.