

West Point Order Process

Please contact our office at [403-264-4211](tel:403-264-4211) to book an appointment to tour our show room and select your materials and edge preferences. A member of our staff will answer all your questions.

If possible, bring samples to your appointment such as a cabinet door, flooring, window coverings and any other materials that will help you to select the right stone for your project.

Come with a drawing indicating the layout of your project with rough measurements of length and depth. You can use our Countertop Project Sketch form to help you compile this information or you may already have a drawing from your contractor/designer.

If applicable, please bring your stove's specific measurements and cabinet openings as well as your sink specifications with you as we will require them prior to templating.

A member of our staff will give you a tour of our showroom, workshop and yard. Please be aware that this is both an indoor and outdoor tour, so please dress for the weather and wear appropriate footwear. We ask that small children be supervised carefully for safety's sake.

A Quote will be generated and once final selections are made, you will need to sign off on the Quote and our Terms and Conditions, which contain more detailed explanations of this process.

A payment for the material is required before the templating process. This will ensure that your specifically chosen pieces will be the ones going in your home. Once your new kitchen and bathroom cabinets are fully installed, your countertops will be templated for an exact, custom fit.

If you are using existing cabinets, we can template prior to the removal of the old countertop providing one row of backsplash tile is removed before templating. Please ensure no further changes are made to the cabinets, gables or support walls after we have templated in order for us to guarantee a perfect fit.

We highly recommend that you be present at the time of your templating. This will allow you to ask any questions before the material is cut. Our templater will be more than happy to help you with any questions you may have at the time.

Our templater will pick up your sinks when he templates and deliver them to our shop for accurate cutting. If you do not have the sinks on site at the time of template, we request that you deliver them to our shop no later than 1 week after templating.

At this stage the job is ready to be put into production. If you have any special requests as to a certain day you would like your installation, please inform us and we will do everything we can to accommodate your needs.

Final payment is due before the granite will be installed.

Seams: Considerable effort is put into minimizing the visibility of seams; however, they are never invisible, and some granite reveals seams more than others. Seams are unavoidable and part of granite work. The layout and size of your kitchen will determine where seams may be needed. Be assured, we do our very best to try to eliminate seams wherever possible.