

# STONE SHOPPING QUESTIONS CHECKLIST

Use this checklist to help you get all your questions answered when shopping for stone.

✓ Question	Reason for Asking / Key Points
<input type="checkbox"/> What are the pros/cons vs. other flooring?	If you are unsure that stone is for you this will help you decide.
<input type="checkbox"/> What different types of stone do you carry and how do they differ?	You should be shown the following to get an idea of the brands or types you like: <ul style="list-style-type: none"> <li>• Types of stone (granite, slate, marble, limestone, travertine, etc.)</li> <li>• Brands</li> <li>• Price Ranges</li> <li>• Shapes and Sizes</li> </ul>
<input type="checkbox"/> What would you personally recommend for my situation?	Consider: <ul style="list-style-type: none"> <li>• The look you are trying to achieve</li> <li>• Home décor and furnishings</li> <li>• Climate extremes and traffic level</li> <li>• Any pets, kids or disabilities you have</li> <li>• The type of room (including stairs)</li> <li>• Type of subfloor (wood, concrete)</li> <li>• Need for sound insulation</li> <li>• Lighting</li> </ul>
<b>Once You Have an Idea of What Product You are Leaning Toward...</b>	
<input type="checkbox"/> What finishes are available for this product?	<p><b>Polished:</b> Shiny, polished surface. Easier to stain if not sealed.</p> <p><b>Honed:</b> Flat, matte appearance.</p> <p><b>Acid-washed:</b> Etched with acid to create a rustic look.</p> <p><b>Saw-cut refined:</b> Polished to remove saw marks but not enough for a honed finished.</p> <p><b>Flamed:</b> Stone is heated and flash cooled creating a rough, chipped/popped, slip-resistant texture.</p> <p><b>Split-faced:</b> Stone is hand-cut and chiseled at the quarry creating a roughly-textured surface.</p> <p><b>Tumbled:</b> Stone tiles are machine-tumbled leaving a smooth or slightly pitted surface featuring broken and rounded corners and edges.</p> <p><b>Brushed:</b> Brushing the surface creates a naturally worn appearance.</p>
<input type="checkbox"/> What is the average life expectancy?	When properly cared for stone can last a lifetime.
<input type="checkbox"/> Is this preferred for a DIY installation?	Ask for DIY instructions. These can also be found on FindAnyFloor.com.
<input type="checkbox"/> What does the Manufacturer's Warranty cover and how long does it last?	Look for a warranty accompanied by a large US company backing the product. If you find a cheap warranty from a private labeled product without a big US presence, be cautious. Read the fine print!
<input type="checkbox"/> What can you tell me about the manufacturer and your experience with their products?	How long and how much have you sold? Are there any customer testimonials? Large or small/private label? Number of years in business? Do they provide support?
<b>Other Factors to Consider ...</b>	
<input type="checkbox"/> Is the product in stock or does it have to be ordered? Is there a minimum order?	Rare products may take longer to ship. Ask your salesperson to check stock with the distributor. Be aware of potential shipping costs due to weight.
<input type="checkbox"/> What is your return policy?	Find out penalties, fees and stipulations for returning. Can you return extra stone?
<input type="checkbox"/> What is the lead time before I can have this completely installed?	Consider factors such as ordering the product, waiting for arrival, acclimatization and installation.
<input type="checkbox"/> What other accessories or products might I need and do you carry them?	Examples: Grout, moisture barrier or underlayment, adhesives, trims and moldings, tools for installation, rugs or mats
<input type="checkbox"/> Can you provide care instructions?	Follow all the manufacturer's instructions to ensure your warranty is not voided.
<input type="checkbox"/> Do you sell cleaning kits and repair kits?	Look for products recommended by the manufacturer.
<input type="checkbox"/> May I see a sample of the actual flooring?	If it is in stock, ask to remove a piece from actual box to inspect it (not all retailers will allow this). If undecided, ask to take a floor sample home. Evaluate how it works with the other colors and the lighting in the room?
<input type="checkbox"/> What financing options are available?	Consider financing if you decide on a product that is more than your budget.
<input type="checkbox"/> Do you deliver?	If so, curbside or stacked in the installation area? Is there a fee? How many days do I have to schedule in advance? Do I need to move furniture? Are there any other preparations that I need to take?
<input type="checkbox"/> Do you offer installation? If not, do you have a list of licensed installers you recommend?	If not, use FindAnyFloor.com's "Find it Locally" Search Tool.