

# 8 STANDARDS OF EXCELLENCE

At Crowley's, we are committed to providing our customers with the best possible experience. That's why we developed our 8 Standards of Excellence.

## 4 ELEMENTS OF AN EXCELLENT EXPERIENCE

In the past, homeowners that wanted to replace their kitchen counters with granite or quartz were at the mercy of the fabricator. They had to find slabs on their own. Then their kitchen was unusable for a few weeks. To top it all off, the finished product was often a surprise as homeowners were rarely invited to participate in the layout.

It was in response to this that we decided on our company motto:

***"Granite is hard. Having it installed shouldn't be!"***

Our unique, four-step, countertop replacement process is designed to provide an enjoyable, high-quality experience for the customer.



**1.** Provide you with information and instruction on how to find the perfect slabs for your kitchen counters.



**2.** Leave your kitchen functioning until the day before installation.



**3.** Coordinate ALL of the work necessary to complete your project.



**4.** Invite you to participate in and approve the layout of your counters on your slabs.

## 4 FEATURES OF A FABULOUS FABRICATION

Because granite and quartz require specialized equipment and tooling, Crowley's consistently invests in the latest technology.

Unlike many other trades where codes and standards are established and enforced, the granite and quartz countertop industry is largely ungoverned and operates like the "Wild West."

To guarantee the finished product is measurably superior to industry norms, we have adopted and pioneered best trade practices in every aspect of the fabrication and installation process.



**1.** Use digital templating and CAD systems for accurate installation.



**2.** Use CNC technology to achieve chip-free and "almost seamless" seams.



**3.** Use mechanical anchors to attach undermount sinks.



**4.** Use stainless steel rods to reinforce and strengthen all undermount sink counters.

**Contact us today to get a free quote.**

**[www.crowleys.com](http://www.crowleys.com)**

**503.691.1628**



**CROWLEY'S**