



99-107 Shelton Avenue, New Haven, CT 06511
(GPS address: 2 Gibbs Street, New Haven, CT)

Phone: 203-782-3544 / Fax: 203-787-0436
www.EleMarNewEngland.com

Important guidelines for what to expect when visiting the EleMar Warehouse & Showroom.

Before your visit:

Browse our website at www.EleMarNewEngland.com – Check out the variety of stones available on our website to get an idea of what materials you like.

Do your research – While we cannot assist you with selecting a fabricator, we can offer some suggestions to help ensure that your experience is a pleasant one. When selecting a fabricator, we recommend that you:

- Make sure that you feel comfortable with your fabricator. It's important to work with helpful people that you trust during this process. Remember, this should be an enjoyable experience.
- Ask & Listen. Has a neighbor or friend recently purchased granite? Ask them about their experience.

Call to make an appointment – Call 203-782-3544 to let us know when you'll be visiting our warehouse and the name of the fabricator you will be using. Please plan to arrive at least 45 minutes to an hour prior to close time to allow yourself ample time to view full warehouse without feeling rushed... and remember to dress warmly in the winter months.

Warehouse hours:

Monday – Thursday 9 a.m - 4:30pm; Friday 9 am – 4 pm; Saturday 9 am – 1 pm

Please plan to arrive 45 minutes to an hour prior to close times.

Come prepared – If possible, bring a cabinet sample, floor sample or other piece of décor to help you select material to compliment your project.

During your visit:

Check in with receptionist – Our receptionist will greet you and ask a few questions regarding your project and make some notes on your personalized selection sheet.

Viewing our Inventory – One of our experienced stone consultants will escort you through our warehouse, where you will have the opportunity to view hundreds of varieties of natural stone.

Selecting from our Inventory – You may note the materials you are interested in on your personalized selection sheet.

Holding Material – Any material placed on hold is temporary and is specifically held for your referring fabricator. ***Please pay close attention to expiration dates.*** Only your fabricator can request extensions so it is important that you work closely with them to secure your slabs.

After your visit:

Info to your Fabricator – We will provide your referring fabricator with your selection sheet so that they have the information necessary to quote on your project.

Hold Expiration Dates – Your selection sheet will clearly show any expiration dates associated with held material. It is very important that you, together with your fabricator, observe and manage the expiration date of all materials held for your project. If more time is needed, your fabricator may contact us to request an extension.

Ordering and Delivery of your Material -- Once we receive an order for your material from your fabricator, we will work with them on timely delivery.

EleMar is a marble & granite wholesaler, we do not design or manage your project(s) so it is important you stay in contact with your Fabricator. Any questions regarding pricing, delivery, installation, layout, maintenance or any special instructions need to be directed to your fabricator.