

## Frequently Asked Questions

### REFERENCE:

#### Q: What is your experience on exporting stone products?

A: We have more than four years experience on exporting stone products. Our buyers come from States, Canada, Australia, Singapore, Slovakia, UK, Portugal, and Germany. We have been supply to hotels such as Holiday Inn Express, Wingate Inn, Comfort Inn, Hampton Inn, Best Western, etc. The products to hotels and condos cover countertops, vanity tops, tub surrounds in 3/8", soap dishes, windowsills, marble and granite tiles and medallion, etc. We also delivered pre-fabricated and customer size products to wholesale buyers in States. Our clients come from Canada, LA, San Francisco, Oakland in CA, LV in NV, Nashville and Memphis in TN, Richmond in VA, and MD, WA, NJ, NY, UT, FL, IN, etc.

Here please find some of our current buyers for reference:

MQM Art In Stone Inc. (LA, CA)- Pre-fab Granite countertops  
International stone Art (LA, CA) – Pre-fab granite countertops and marble fireplace  
Q & C Granite (LA, CA)- Pre-fab Granite countertops  
Alpha Stone (VA)- Granite countertops, Vanities, Tub surrounds and tiles for hotels  
Granite Las Vegas (LV, NV)- Granite Slabs  
Sunshine International Inc. (Memphis, TN)- Granite and marble countertops and vanities, tiles, sinks  
Granite wholesaler. (Nashville, TN) - Granite countertops  
Stone2Go (London, UK) – marble & granite tiles and worktops  
AMG Stone products (Abertin, Scotland) – granite tiles and worktops  
Louisiana Granite yards (LA)- granite tiles and countertops  
European Watch (Boston, MA)- marble and granite worktops and sinks  
G.N.I. International (LA, CA)- granite countertops and tiles  
ConDesign architectural consultants  
My-Commerce International, Lda (Porto, Portugal) –Marble and granite tiles

### PRICE

#### Q: I would like to know if you could get us an additional discount.

A: The price list provided is the best we can offer. There may be a little bit space for negotiation for some colors if you do get a very big order. Please keep in mind price of stone varies from time to time like New York Stock Market. ☺ .

#### Q: Why I cannot find islands price in the list?

A: It is very hard to quote island price before we know the quantity of islands in an order.

Islands are deferent from countertops, its height and length varies from taste of buyers.

There are two methods to make islands.

One is made from gang saw slabs, which cost much more comparing to circular saw slabs. You cannot make full use of the gang saw slabs. If the island is in 72"x36", how much per cent of the slab is of no use if the slab we cut from is 102"x60"? The problem of gang saw slab island is that its color cannot match the countertops, if countertops are cut from circular saw slabs. They are not from a same block. The color consistence problem may incur argument between you and us or you and your buyer.

People may ask why not cut islands and countertops both from gang saw slabs. It does solve the problem of color consistence. However both price of countertops and islands will be very high as they are from gang saw slabs.

Another method is to cut both islands and countertops by circular saw from same block. However most countertops are in size 96"x26", islands are in size 36"x72", 39" or 36"x96". Due to the radium limitation of circular saw, the maximum height of islands is 40". If we cut islands from the same block for countertops, the shapes of block will looks wield and we cannot make full use of the rest of block. The cost of it is unimagivable. And it exhausts our cash as the rest of block we do not know when and how we can make use of it.

Thus an order combined of countertop and island put a manufacturer in a dilemma. Factory estimator and supervisor has to make his effort to figure out what is the best solution to balance between cost efficient both for buyer and ourselves, color consistence and blocks availability.

A visit to our factory may help understand better.

## **PAYMENT**

**Q: What is your payment term?**

**A:** T/T 30% deposits before fabrication. 70% balance after container on board but before we release B/L to the buyer by FedEx. A scanned copy of B/L will provide to ensure our buyers that the containers were on board. A buyer can also pay by irrevocable L/C at sight.

All payments, documentary credits, drafts and documents should be directed to:

Company name: (beneficiary) Apexstone Amoy Marble & Granite

Address: 6<sup>th</sup> Floor, Guangxing Building, 466<sup>th</sup> Nanshan Road, Xiamen, China

Account No: 352000600146300010818

Tel: 0592-5668980 Fax: 5668985

**BANK OF COMMUNICATIONS XIAMEN BRANCH**

**BIC CODE: COMMCNSHIMN**

**ADD: 20FL., YINBAO BUILDING NO.9 HUBIN ZHONG ROAD XIAMEN CHINA 361001**

**TELEX: 923115 BCXMB CN**

**TEL:0592-2295060, 2295063, FAX: 2295062**

**Via: BANK OF COMMUNICATIONS**

**SHANGHAI HEAD OFFICE**

**BIC CODE: COMMCNSH**

## **CLAIMS FOR BREAKAGE**

**Q: How I can minimize lose from broken products?**

**A:** You can buy insurance to cover damage. The insurance rates is around 0.3-0.5% of total amount. However insurance company do not pay if the damage is less than 2%.

**Q: How does your company handle claims for damaged product?**

**A:** In general we do not approve claims for breakage during shipment as there is too much possibility that may incur damage during shipping. Our price is always in FOB thus our liability closes when the container passes cross the shipboard. Sometimes buyers will break products during unloading or unpacking, and a truck driver turn around too fast at a cross will result in the crates fall off from the upper layer even if we brace and reinforce crates in the container. We do what we can to minimize broken. Tiles, pre-fab countertops, vanity tops and tub surround seldom get damaged.

## **CLAIMS FOR POOR QUALITY**

**Q: How does your company handle claims for poor quality product?**

A: Apexstone has inspectors for each steps of fabrication. We try every effort to provide quality products to our buyers. However sometimes we did receive claim of quality problem. If there does exist bad quality workmanship due to fault of human being, you should take photos of that product for claim of replacement. A photo on the label at the backside of the stone helps identify which inspectors should be blamed. It helps improve our management on quality inspection.

**FABRICATION AND SHIPMENT**

**Q: What is your normal delivery time from date of order to shipment date?**

A: We do not make products in stock to keep minimum inventory to ensure our flexibility and cash fluency. It takes around four weeks for fabrication and one more week for fumigation and custom clearing. Depend on our orders at hand. Sometimes we can finish within two weeks but if we are busy with other orders, it takes one month for your turn.

**CONTAINER LOADING**

**Q: How many stone can I put into a container?**

A: According to the USA/CANADA Highway Maximum Cargo Weight Regulation, you can get at most 36,000 Lb (or 16.3 metric tons) in one standard container to DOOR of your warehouse or site of project. If we ship by tri-axle chassis, you can get maximum 43,000 Lb (or 19.5 MT). If you unload the containers at port, we can deliver at most 45,000 Lb (or 20.5MT). That is the gross weight in a container. Generally we have to reserve 2,000 Lb (or 1MT) for the weight of crates.

The density of most of stones is 2,700 to 2,800 kg per cubic meter, (or 170 Lb per cubic foot). Black granite such as Shanxi Black or Black Galaxy is around 3,000Kg per cubic meter. It is easy to figure out how much stone you can get into a container.

	Standard container		Tri-axle chassis container		To port container	
Maximum	16300Kg	36000Lb	19500Kg	43,000Lb	20500Kg	45000Lb
3/8"	570 Sqm	6,100 Sf	700 Sqm	7,500 Sf	730 Sqm	7,900 Sf
3/4"	290 Sqm	3,100 Sf	350 Sqm	3,700 Sf	365 Sqm	4,000 Sf
1 1/4"	190 Sqm	2,000 Sf	230 Sqm	2,400 Sf	240 Sqm	2,600 Sf

**Q: Can I mix Granite with Marble in a container?**

A: Yes. You can mix granite with marble.

**Q: What is maximum stone colors I can buy in a container for countertops and/or tiles?**

A: 4 to 6. We will appreciate an order less than four colors. However some imported colors are not so popular. If you select it, it will make us inefficient and cost will be very high.

**Q: How to calculate the weight of stone products?**

A: The density of most of the stone ranges from 2,800 to 3,000 kilogram per cube meter. Tiles in 1cm (3/8") thickness will be around 28 kilogram (62Lb) per square meter. Or 5.8Lb per square foot. Slabs, countertops, vanity tops, tiles in 2cm, (3/4") will be around 56KGS per SQM. Most of the carved fireplace mantels will be around 400KGS to 600KG each unit including package.

**SHIPPING COST**

**Q: How much is the shipping cost to my city?**

A: Please find current shipping cost to the countries listed in the web site:

<http://apexstone.net/download/shipping%20cost%20worldwide.pdf>. Shipping cost may change from time to time. The price listed is for your reference only. Only US and Canada market provide to door service.

#### **SAMPLE AVAILABILITY**

**Q: We are wondering how much your samples are.**

**A:** There are altogether 120 colors of real stone in size 4"x2"x3/8", which were compiled to 6 books in our 2004 version sample books. All the stones are in the portfolio of our products range. Now we get two versions of sample books in 2005. One is complete list of all the stone available, which are compiled according to the stone color shades. We are keeping on introducing new stones to our portfolios. I hope there will be around 8 books in the end of the year. The other one compiles the 60 most popular colors into three books. Price for the 2004 version is \$240 per unit (6 books). \$300 for 2005 complete version and \$120 for 60 pop colors version.

It takes around \$300 for a complete unit deliver by FedEx to States. 60 Pop version costs around \$150. Most people inform us their FedEx account for courier charge.

**Q: Please inform delivery cost of sample books and details for bank transfer.**

**A:** Please wire the cost to

Account Holder's name: LIGANG LI.

Bank: Washington Mutual Bank, FA 4200 Chino Hills Pkwy, Suite 800, Chino Hills CA 91709 USA 1-800-788-7000

Account Number: 0951417982

Routine Number: 322271627

This account is reserved only for the sample books and/or delivery cost.

Please fax us a copy of the transferring after wiring to help source it: (626) 608 2744.

**Q: Is the sample you sent to me the same color for my order?**

**A:** No. The samples can only represent the blocks we will cut for your order if there is a deal. Stone being a natural resource varies a lot. We will try best to match the sample sent.

#### **PODUCTION**

**Q: How you produce 3/8" light panel slabs for tub surrounds? Does it break?**

**A:** The tub panels are reinforced by a synthetic aluminum-plastic board or fiberglass backed to prevent it from breaking during shipping and installation. You can even swing it! Our buyers never feed back with a piece of breakage till now.

#### **COLOR CONSISTENCY**

**Q: With regard to "color consistency", I fully understand that certain stones contain inherent "variations" of color and characteristics. These variations in and of themselves are unique; however, become somewhat "consistent" when viewed in a broad perspective. It is my intention to impress upon you the process of selection, which makes our company one of the most successful dimensional stone contractors in North America. I am aware of the limitations, which you speak of; however, we are dedicated to maintaining the quality control standards, which we have established.**

**A:** I can promise we will try our best to ensure color consistent and highest quality. But is there standard for color consistent? Some stones, for example, Blue butterfly get deferent color shade from same block. We will have our best well-experienced employee inspect every blocks. We can promise each unit of products cutting from the same block and pre-installed

in the factory to match its color. We do not own any quarry. Although it may be a shortage of us, it is also an advantage. We get freedom to pick out the best quality blocks from the market without pressure to dump the bad quality blocks if we were quarry owner.

#### **SKETCH AND SHOP DRAWINGS**

**Q: Can you provide shop drawings according to my sketch?**

**A: Yes. Most of our buyers fax sketches to us to convert to CAD shop drawings. However the sketch should specify all detail information, such as sink cutout size and position, edging style, stone size, stone colors, etc. Sometimes you have to send template for a cutout. A sketch without enough information results in too much communication back and forth. And, maybe wrong size product produced.**

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