



## *Frequently Asked Questions...*

Below you will find answers to the most commonly asked questions. If you don't find the answer to your question here, please email or telephone us with your enquiry and make contact as soon as possible. Please e-mail [info@agandm.co.uk](mailto:info@agandm.co.uk) or telephone 0800 0327927.

Q. Who are AG&M?

A. We are a wholesaler of natural stone and wood products base in the Derbyshire Peak District. We have 25 years experience within the natural stone industry and are now one of Europe's largest stockists of granite worktops.

Q. Where does your granite come from?

A. Our main granite and quartz worktop supplies are from India and China, where we have developed strong relationships with the leading producers of some of the world's finest granites. We remain at the forefront of the granite worktop sector in the UK.

Q. Are you able to give me a quotation for my work surfaces over the telephone?

A. Yes we can, however it is helpful if you have a drawing or sketch of the kitchen layout for us to give you a more accurate quotation. You are able to send this to us via fax or email which ever is easiest for you.

Q. Can I visit your site to see the granite I have chosen before it is fitted?

A. Yes, we are happy to send you a free sample, with a small charge for delivery and packaging. If you would rather to view the large slabs before installation you can come along to our site in Matlock, just arrange this first by ringing the freephone office number above.

Q. Are you able to supply any type of granite or quartz if you do not stock the one I like?

A. We are able to offer almost any currently available granite through our tight relationships with key UK wholesalers. If you need granite, marble or quartz that is not in our stock range, we will gladly negotiate a price for sourcing and matching full slabs to suit your requirement.

Q. What are quartz work surfaces?

A. These are man made work surfaces as opposed to granite which is natural.

Q. Do you sell granite window sills?

A. Yes we do and this is becoming more popular. Using the granite on your window sill creates a dramatic effect not achieved by the run of the mill painted wood.

Q. What is the thickness of your granite/quartz surfaces?

A. We generally recommend using 30mm thick granite/quartz as it is much stronger and far more impact resistant than 20mm thickness.

Q. Is marble suitable for a kitchen worktop?

A. Marble is not ideal for a kitchen countertop. It is more suitable for vanity units in bathrooms etc. Even when sealed, marble is not as dense as granite. This makes it more porous and more prone to staining especially in a highly used area such as a kitchen.

Q. Do you install worktops anywhere in the UK?

A. Yes we do, if you require a templating and installation service we can give you a quote based on your location on mainland UK.

Q. How should the cabinets be prepared for the work surface installation?

A. Your cabinets should be level to within around 3mm and supports must be provided in the corners and over any gaps.

Q. What is the difference between an upstand and a splashback?

A. Upstands are what run along the backs of the walls and are typically 110mm high. Splashbacks are usually in splatter areas of the kitchen behind sinks and hobs.

Q. Would you install my sink or cooker?

A. No, unfortunately a plumber or your kitchen installer will have to do that.

Q. How do I clean the granite/quartz work surfaces?

A. Mild soap and water is usually all that is generally required. Work surfaces should be cleaned with a neutral detergent rinsed with clean water and buffed dry using a soft clean cloth. Please refer to our care tips downloads for granite and quartz.