



## STERN-WILLIAMS PRODUCTS, LLC

### Custom Orders & Policy Procedures

Stern-Williams Products, L.L.C. proudly manufactures custom terrazzo shower floors and mop sinks. Customers should review the Stern-Williams' custom order policy and procedures before taking steps to order a custom made product.

Our terrazzo mop sinks and shower floors are hand poured, sanded, sealed, inspected and packaged in Carterville, MO. Due to our high standards to build each custom model as ordered, Stern-Williams has specific requirements that are needed for custom products. Once all approvals have been completed these custom pieces become **non-cancellable and non-returnable**.

Below is the process for a Stern-Williams Custom mop sink or shower floor.

1. Custom Form ([Sternwilliams.com/resources](http://Sternwilliams.com/resources)) must be completed and sent to [orders@sternwilliams.com](mailto:orders@sternwilliams.com).
2. Stern-Williams will quote the custom item/product and respond with pricing and lead times.
3. Customer will send PO to [orders@sternwilliams.com](mailto:orders@sternwilliams.com).
4. Stern-Williams engineering team will create a detailed drawing of the custom mop sink or shower floor.
5. Customer must sign off on the custom drawings to approve dimensions and return it to [orders@sternwilliams.com](mailto:orders@sternwilliams.com).
6. Stern-Williams will start production of the custom order after receiving approved drawing.

After product has been received, please note the following:

***Custom mop sinks or showers floor are non-returnable/non-cancelable.  
Lead time for custom products is 4-6 weeks.***

If you have questions regarding this policy and/or process, please contact Stern-Williams at [orders@sternwilliams.com](mailto:orders@sternwilliams.com).