



White Paper

Topic: Customer Services

Customer service is a pivotal part of Vendura's culture. One way that we manifest this attribute is through our on-site services.

We only use Vendura personnel to support our customers. By using our fabrication staff as support to our on-site leaders, we transfer product knowledge and improve our quality.

Installations

We regularly install our shower bases & walls, vanities, and windowsills.

No one has more experience properly leveling and setting solid surface shower bases. Get the highest quality product and the best installation in the industry. Does your supplier perform hundreds of installations annually? Can they fix scratches, nicks, and large damage? Do they understand the importance of being level, based on their knowledge of the shower base draft? How do you size and set a shower wall? Can your staff perform a field seam?

At Vendura, we do not only build the best vanities in the industry, but we apply that skill to installations. Seamless lines, full sub tops, and coved splashes. What else could you want?

Repairs

One of the main reasons you choose solid surface is repairability (see our "Reasons to Use Solid Surface" white paper for the other reasons). We can repair scratches, gouges, and cracks. We pride ourselves on being light on our feet, getting to the job site quickly, and leaving no evidence of a repair.

Did we mention that we regularly repair our competitor's products? We repaired over 100 of our competitors' shower bases in 2022 and are on track to exceed that in 2023. Water drainage problems, cracks, and cracked dam walls are regular occurrences.

Again, we supplement our repair leads with in-house fabricators.

