



At Travertine Warehouse, we sincerely appreciate the patronage of our valued customers.

Travertine Warehouse payment security protocols surpass industry standards without compromise to ensure the security of your payment method and the safety of any personal information provided.

We use the secure website [Veriff.com](https://www.veriff.com) to verify all forms of government identification to ensure that the purchaser matches the account information on file.

Travertine Warehouse accepts company or personal checks, bank wires, and all major credit cards as payment methods.

Please read the Travertine Warehouse **“Customer Assurance Checklist”** below. It outlines the information required before submitting payment to complete your transaction.

Reviewing the **“Customer Assurance Checklist”** ensures your Customer Experience is a seamless, secure success with Travertine Warehouse.





1. Confirm Your Product Details:

- Sizes, finishes, colors, styles, and material names are correct on your final estimate.
- The quantity line item on your order is correct, including 10% extra for cuts and waste (highly recommended) in the final estimate.
- The price Quoted and Agreed upon is reflected accurately in your final estimate.
- The Customer quote is reviewed by the client and includes the correct first and last name, signature, and date signed.
- The Purchaser's signature and Date are included on the final estimate to confirm the order.

2. Confirm Payment Details:

- Your signed estimate (emailed or faxed) is received as written acceptance of your order before payment processing with your billing details included – name, complete address, email, and phone.
- You specify your form of payment – VISA, MC, AMEX, Discover Card, Check, Wire Transfer*
- Payments are made online via a secure link from authorize.net, and all documents are signed online using DocuSign.
- Complete the credit card authorization form, including
 - **Quote Number**
 - **Full Card Number**
 - **Expiration Date**
 - **Security Code (CCV)**
 - **Total Amount Authorized for Transaction**
 - **Billing Address**
 - **Cardholder's signature**
- We verify your ID on your first purchase to ensure your card will not be compromised when sending a veriff.com link to confirm your identity.





**** Please note:** Travertine Warehouse uses third parties to verify information accuracy and does not keep copies of any documentation for your safety.

*****Please note:** Wire transfers require bank confirmation of deposited funds prior to shipment of an order.

3. Confirm Shipping Details:

- The receiver confirms the number of pieces/crates and total material weight, which reflects accurately on the final estimate.
- Shipping method confirmed: ship-to location or pick-up.
- Correct Ship-To address and point of contact details confirmed for delivery.
- Confirm the type of shipping service – residential lift gate service for LTL orders is available. We require volume and truckload receivers to offload materials at the job site.

The Travertine Warehouse “**Customer Assurance Checklist**” is a general outline of what our valued customers can expect during the transaction process of your customer experience.

Our Natural Stone Specialists work diligently with our customers every step of the entire customer experience from inception to completion, available to answer any questions or concerns that may arise throughout.

For more information on Travertine Warehouse’s purchasing process, please **Call Toll-Free: [1-877-817-7447](tel:1-877-817-7447)** to speak with one of our Natural Stone Specialists.

