

## PERFORMANCE AND QUALITY SET IN STONE

### Customer: Mandarin Stone Ltd

Mandarin Stone Ltd is one of the largest importers and stockists of natural stone tiles in the UK. The company stocks a diverse range of over 100 different lines comprising stone tiles and flooring, and including materials such as limestone, travertine, slate, marble, granite, basalt, terracotta, mosaics and sandstone.

With showrooms in Monmouth, Bath, Cardiff, Cheltenham, Exeter, Bristol, Marlow and Weybridge the company serves a nationwide customer base, offering exciting design concepts for the home and garden.

### Requirement:

Mandarin Stone currently ships natural stone products to locations throughout the UK, with size loads ranging from single pallets through to full loads. The product, whilst packaged carefully for distribution, is by nature fragile and high value, requiring careful handling at all stages of the process.

Mandarin Stone operates an in-house fleet of vehicles offering specialised services for deliveries requiring facilities such as crane offload.

### Total quality control from Palletline

The company ships some 50% of its total product to locations across the UK via Member Company Alan R Jones & Sons Ltd and the Palletline network.

“We have been using Palletline for our palletised distribution needs for some years now, but following an evaluation and rationalisation exercise two years ago we switched to Palletline as our exclusive service provider,” stated Mark Crum, Operations Manager for Mandarin Stone.

“Cost is not our overriding priority, although obviously played a role in our decision, and we found Palletline to be competitive with the other systems offering palletised distribution services,” he commented. “For Mandarin Stone, quality of service was the vital deciding factor. Safe delivery is the key, and Palletline works closely with us to keep damages to a minimum.”

“We enjoy excellent levels of service and believe Palletline provides the best palletised distribution facility in this highly competitive marketplace.”

[www.mandarinstone.com](http://www.mandarinstone.com)

