

Happy customers share their Torino Tile stories

by **MARGARET ANNE FEHR**



The votes are in and it's a 'three-peat' for Torino Tile and Stone as they earn the 2014/2015 Consumer Choice Award for business excellence based on customer satisfaction responses.

Torino Tile and Stone at #3 St. Mary's Rd is owned and operated by Sandra Nelson and Wayne Smith, partners in life and business, who together have brought their individual talents to create an outstanding retail store that has more than 5,000 quality samples in ceramic, glass, stainless, porcelain and stone.

"We have access to thousands more if you can't find exactly what you're looking for," says Sandra. "We strive to bring in one-of-a-kind and exclusive lines to make your space unique. We don't just stop at tile, we offer an extensive selection of granite and quartz counter tops, in floor heat systems and setting materials. We are a certified dealer of Schluter System products including waterproof barriers, drain systems and anti-fracture membranes. Whether it is a DIY backsplash or a Torino craftsman installation of a full custom bathroom, we will simplify the process for you."

Numbers tell one story, but it's the testimonials from a very satisfied league of happy customers who describe the 'why's' and 'how's' behind their home renovation projects and their appreciation for choosing Torino to be part of the process.



Ginette & Aynsley

Project: Steam shower and backsplash in basement bathroom

We live in a 1927 house in River Heights. We decided that we wanted a bigger bathroom in the basement and started looking around at steam showers and tiles. After visiting four or five retail stores, we discovered Torino and they were awesome right from the get-go!

We had a couple of planning sessions in the house because it was a basement bathroom. They consulted with our plumber, talked to different suppliers for tiles, accessories and made sure we had the right tiles for steam. They figured out the proper slope of the ceiling, coordinated our shower door guy to come in to do a custom fit. We got a daily report on what was going to be done and when. Communication was outstanding!

Tricia & Kevin

Project: Backsplash in the kitchen

I wanted to replace an existing backsplash that wasn't particularly my style in the house we bought a year ago. We went to Torino to look at their showroom. I had a challenging project in that the hood fan was actually installed before the tile. It was grouted into the existing tile work so I was

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concerned if I'd need to replace it and that it would cost a lot of money. Sandra and her husband, Wayne, got the model number, researched it, looked at the installation for that and were happy to come out and make sure it was re-installed properly.

Even the installer, Brennan, was very particular even in spaces that no one would ever see like underneath the counter. It's absolutely perfect!

The day before the install, I emailed Sandra and changed the scope of the project and I added another room, my laundry room. And I asked her if it was even possible to do that, but she replied 'no problem. I'll go drive to my supplier, pick up the product and it will be there for the next day'. And it was. I thought, oh wow, that's great! I would definitely recommend them.



Monica & Morgan

Project: Steam shower and backsplash in basement, kitchen backsplash

My husband really enjoys steam showers so we wanted to install one in the basement of our 1949 home. We had looked at a few places and found that nobody truly understands what it takes to install a steam shower. My husband is extremely detailed oriented and was very impressed with Wayne's knowledge and action plan for doing a properly installed steam shower that was going to last. Torino was so attentive to what my husband's needs were. The results lived up to our expectations and then some. I'm so impressed!

We've already recommended them to neighbours and friends. My husband is a business guy and he really likes shopping local and supporting our local economy. We feel that what we paid Torino was 100 per cent worth it. They are wonderful people who do wonderful work!

The Torino Tile & Stone showroom is located at Unit 5, 3 St. Mary's Road. Visit them online at www.torinotile.com