

THINGS YOU SHOULD KNOW

WHAT TO EXPECT WITH THE INSTALLATION OF YOUR COUNTERTOPS



ATTENTION

Being an informed customer is an important part of the countertop process. In order to ensure a positive experience, we are asking that you review and sign this statement of our policies as part of your order.

CABINETS MUST BE FLAT AND SECURE

The countertop must lie flat to eliminate stress on the corners, cutouts and seams. Therefore, it is the responsibility of the contractor/homeowner to ensure that the cabinets are flat (level within 1/8" over ten feet). All cabinets must be permanently secured to walls and/or floor. All end panels must be installed. Please do not install appliance garages until after the counter installation. Correcting improperly installed or unlevel cabinets is not included in the price of your countertop purchase and will result in a delay in the template/installation of your countertop and possibly a trip charge. **Cabinets may have to be shimmed for minor leveling and clearance. The shim may be exposed if shimming exceeds edge treatment.**

SINKS, FAUCETS AND APPLIANCES

Items to be mounted in or coordinated with the countertops **must be on the job site prior to the date of field template.** These include items such as sinks, faucets, soap pumps, hot/cold water dispensers, cook tops, dishwashers and refrigerators. If these items are not present for the field template, we will not be able to template your job. Changes in specifications will not be accepted after the field template is complete.

WINDOWS & FLOORS

If any new windows are being installed that may affect the installation or price of your new counters; please have these windows installed **prior** to template and notify your design consultant. If this item is not installed prior to the pre-measure quote, your final price may change and/or your top may not fit. If new tile or hardwood floors will be installed after the counter installation, please inform us of any height and clearance requirements. Note here:

SPLASHES

Please have walls smooth and even before the installation to accept splashes if purchased. Some full height splash installations will affect the removal or installation order of range hoods or microwave hoods. I have discussed my application with my designer and it (does) – (does not) apply. Instructions:

AT TIME OF TEMPLATE

We will confirm all details of your new countertop purchase. A decision-making adult over the age of 18 **MUST** be present during the template and be responsible for approving all the details of the countertop. If tear out has not been purchased as part of your contract; please arrange for the existing counters and fixtures (mirrors, sinks, cook tops, ranges) to be completely removed **prior** to our arrival for template. Nothing but the bare cabinets should remain. Please remove all items from cabinets and cover anything that may be sensitive to dust or difficult to clean. Please make sure all conditions/configurations remain the same at template and installation. Changes made after design consultation/purchase will result in an installation delay and may incur additional costs.

TEAR OUT

If you have contracted us to do tear out: Please completely disconnect all appliances and your sink, we do not disconnect or reconnect fixtures or appliances. All mirrors, adjacent window coverings and fragile items must be removed prior to tear out. Do not plan on reusing items from the tear out (i.e., sinks, faucets, etc.) If you wish to keep your garbage disposal, please disconnect disposal and carriage from the sink. Tear out includes removal of your existing countertops and hauling the debris from the jobsite for disposal. Removal of backsplash may result in wall damage. Plan your new splash to cover this.

FINAL PRICING

Your initial purchase order is an estimate of the projected price of your countertop project. The final price will be determined after the field template has been completed.

AT THE TIME OF INSTALLATION

Our installers are moving heavy countertops and working with potentially dangerous tools. You should avoid the work area and provide unobstructed access when possible. After the installation, we will clean the immediate surface areas and leave the job site in "broom swept" condition. The installation of countertops is a construction process and residual dust should be expected. You may want to drape or cover areas to contain the dust to the construction area.

INCIDENTAL DAMAGE

Final wall preparation (i.e. painting, wall papering, etc) should not be completed prior to installation if at all possible. Care will be exercised during the tear out (if applicable) and countertop installation however, scrapes, punctures or digs to wall surfaces are possible, as are scratches and scrapes to cabinetry. Appliances must be out of the work area. Damage to these items is considered incidental and is your responsibility to repair. In most cases, cabinets can be easily repaired with a cabinet touch up kit.

SIGN OFF

After the countertop has been installed, you (or a decision making adult over the age of 18) must be present to inspect the countertop. An installation approval form will be provided, which you will be asked to sign. This does not free us from any future liabilities, but acts as proof of delivery.

SCHEDULING OF APPOINTMENTS

We will call the day before the template and installation appointments to confirm the time and date of arrival. We will give you a three hour arrival time but, we cannot control weather or traffic.

TRIP CHARGES

A trip charge will be assessed when a job site is not ready after confirmation of template or install schedule.

I have read this document and know what to expect

Customer Name _____

Customer Signature _____ Date _____