

# COUNTERTOP INSTALLATION EXPECTATION SHEET



## ATTENTION

This Countertop Installation Expectation Sheet ("Expectation Sheet") contains further details regarding your project. The terms and conditions of this Expectation Sheet are made a part of the purchase from Stone Edge Countertops. To the extent there is a conflict between the Terms and Conditions and this Expectation Sheet, the Terms and Conditions shall prevail. All capitalized terms used but not otherwise defined in this Expectation Sheet shall have the meaning ascribed to them in the Terms and Conditions.

## SCHEDULING

### **Measure/Field Template Date:**

Your Installer, Stone Edge Countertops, (also referred to as "Countertop Fabricator") will call you directly to set up a time to perform the necessary measurements to create a field template of the countertop.

### **Countertop Template**

The Customer (or his/her/their designated decision-maker over the age of (18) eighteen) MUST be present at the time of measuring/template, and will be responsible for approving all the details of the countertop.

All post template adjustments must be paid by Customer in full before fabrication of the top will begin.

### **Installation Date:**

Once the field template has been created and approved by the Customer, the Countertop Fabricator will call the Customer to schedule the commencement date of the installation services, which will be based on the reasonable availability of materials. The Countertop Fabricator will also confirm the completion date of your project. Depending on the scope of the services, your project could take longer than one day to complete.

### **Time Window:**

A field template and installation dates will be scheduled by Stone Edge Countertops directly with the Customer with the understanding that a three hour window of time for arrival will begin. The job will be completed during normal business hours, Mon - Fri, 8AM to 5 PM.

## PREPARATION BY CUSTOMER

### **Measure/Field Template Date:**

Customer Shall ensure that cabinets must be plumb, level and secured to the walls and/or floor.

It is the Customer's responsibility to ensure the cabinets are plumb, level and square and that all cabinets are permanently installed prior to the date of countertop field template. This will ensure the countertop lies flat within 1/8" to eliminate stress on the corners, cut-outs and seams.

Customer shall ensure all cabinets that will rest on top of the countertop (i.e. appliance garages, etc.) are installed **after** the installation of the countertop as prearranged by the Customer.

It is the responsibility of the Customer to ensure all cabinet hardware is installed at the time of template to prevent any overhangs being shorter than the hardware.

**Existing Walls:**

Some existing walls may be bowed, curved or otherwise non-standard. If possible, this will be noted at the time of template or during installation.

If walls are other than standard, the countertop and/or backsplash may not lie flush with the wall. The Installer will reasonably attempt to adjust the countertop and/or backsplash, however wall adjustments and repairs are the sole responsibility of the Customer.

**Adequate support required:**

Expected overhangs 6" or greater will most likely require support. Limited support brackets are available to purchase through Stone Edge Countertops or may be provided by Customer.

**Removal of existing countertops and backsplashes:**

Prior to tear-out/installation, Customer must: remove all items on top of the countertops, and all items in the lower portion of countertop cabinets; and disconnect all plumbing and electrical.

**Incidental Damage:**

Customer understands that scrapes, punctures and/or digs to wall surfaces, and scratches and/or scrapes to the cabinetry may occur despite Installer exercising reasonable care during the countertop and backsplash removal process or while installing the new countertops. These items are considered incidental damage and are the Customer's responsibility to repair.

Customer is responsible for ensuring final wall preparations including, but not limited to, painting, backsplashes, wall papering, molding or decorative accents are completed after the countertop has been installed as incidental damages may occur.

**Sinks, faucets and appliances:**

Customer must ensure that all items to be mounted in the countertops are on the job site prior to the date scheduled for measuring and templating. All cut-out information (including items such as sinks, faucets, soap pumps, hot/cold water dispenser, cook tops) must be at the job site prior to field template date.

The Customer is responsible for arranging separate disconnect/reconnect services.

Farm sinks must be installed by customer **PRIOR** to the countertop installation **AND** must be plumb.

Sink plumbing pipes may need to be redone and is the responsibility of the customer.

## INSTALLATION

**Seams:**

Final placement of all required seams is at the discretion of the Countertop fabricator.

Customer understands that granite, marble, quartz, porcelain, and ultra-compact stone will have visible seams.

**Full Height Splash Installation:**

If your project includes the installation of full height back splash, please note that it usually a 2-part process to complete the installation requiring a return trip.

**Installation Sign-Off:**

After completion of the Installation Services, the Customer **MUST** be present to inspect the countertop. A Certificate of Completion agreement will be provided, which you will be asked to sign, confirming your satisfaction with the quality, fit, and damage-free condition of your new countertop.

**Prep/Cleanup:**

It is the Customer's sole responsibility to drape or cover areas to help contain the dust to the construction area, and/or to covering HVAC intake/venting or turning the system off. Installation of a countertop is a construction process and residual dust should be expected. The Installer will leave the job site in broom-clean condition.

## COLOR CONSISTENCY

**All Product Lines:**

Dark colors require more maintenance and cleaning and are not recommended for high traffic areas. Under everyday use, dark colors will show dust, rubs, fingerprints, scratches, and watermarks more easily than lighter color patterns.

**Quartz:**

Quartz is pure and natural. As a result, variation in quartz color, shade, pattern, and size are unique traits to be expected of this product. Additionally, small blotches or random distribution of particulates and directional veining are inherent part of the overall design and composition and not considered to be defects or product non-conformity.

**Porcelain and Ultra-compact:**

Porcelain is made up of natural materials including clay, feldspar, and other natural minerals and pigments. The manufacturing process sinters and fuses the particles together. Variance in color, shade and pattern is an inherent trait expected of the Porcelain product. Samples are cut from large porcelain stone slabs and only represent a limited portion of the actual stone. Please refer to samples only as a general indication of a particular color's design pattern, aesthetics and hue.

**Granite and Marble:**

Natural Stone (granite, marble, etc.) products are quarried natural materials only; they are subject to veining and variances, including but not limited to, color, pattern, shade, particle structure, surface irregularities, texture irregularities, fissures, pits, or other variances that naturally occur in the stone are common.

Stone Edge Countertops cannot guarantee that printed representation of colors, in-store samples or images from our company website will be identical to the customer's final installed countertop.

## CANCELLATIONS

No refunds after fabrication on countertops has begun or outside material has been ordered. If refund is accepted then stocking fee or delivery fees may be deducted from the refund.

**Customer has read, understands and agrees to the information and terms contained in this Expectation Sheet as attested by Customer's signature below:**

Customer's Name (Printed): \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## NEXT STEPS

**Granite Slab View:**

If you are wanting to select the natural stone, please contact our office to schedule an appointment. All slab views are by appointment only and may be cancelled due to inclement weather. Closed toed shoes and no children are highly suggested. If our office is busy you may also email [cs@stoneedge-countertops.com](mailto:cs@stoneedge-countertops.com) or visit our website to have a representative give you a call to schedule at [www.stoneedge-countertops.com/contact](http://www.stoneedge-countertops.com/contact) . Slabs that are not paid for will only be held for (7) seven business days.

**Payment:**

A final quote will be emailed to you once we receive fabrication measurements by a Stone Edge Countertops certified measure technician. If you would like to move forward we accept payments by exact cash, check, credit card. Payments by credit card will incur a (3) three percent processing fee added to the overall cost. Payments by cash or check can be made Monday through Friday between 8AM to 5PM. We highly suggest making an appointment to ensure a sales representative will be available to process your payment.