

# 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 make certain that the cabinets are flat.

All cabinets must be secured to walls and/or floor. The template specialist will determine if you must remove appliance garages or tambour doors or cabinets that install directly to the countertop surface. We do not remove these items that are integral to your casework.

### 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 your field template. These include items such as sinks, faucets, soap dispensers, hot/cold water dispensers, cooktops, 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 field template is complete.

### AT TIME OF FIELD TEMPLATE

We will confirm with you all the details of your new countertop purchase. A decision-maker over the age of 18 must be present while templating and be responsible for approving all the details of the countertop.

All items should be removed from the countertops and adjacent walls.

In most cases, existing countertops will need to be removed prior to templating. This is to make sure an accurate fit of the new countertop. Ask for details.

### TRIP CHARGES

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

### 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.

### SCHEDULING OF INSTALLATION

1-2 days after completion of the field template your countertop will begin fabrication. At that time we will give you an estimated installation date. We will call 3-4 days before the installation to confirm the time and date of arrival.

### AT 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. Old countertop removal and disconnecting of sinks and/ or cooktops should have been done prior to the scheduled installation and if not, before the installers arrive unless you have contracted with us to remove them (see section below).

After installation, we will clean the immediate surface areas and leave the job site in "broom swept" condition. Installation of countertops is a construction process and residual dust should be expected. Advanced tools are used for dust collection; however, none of these are 100% dust free. You may want to drape or cover the areas to contain the dust to the construction area.

### TEAR OUT

If you have contracted us to do the tear out: It includes removal of your existing countertops, and hauling the debris from the jobsite for disposal. Please discuss this option with your salesperson as certain conditions and charges apply. Removal of backsplash may result in wall damage. Plan your new splash to cover the old demo line.

Typically tear out and installation can be done on the same day. Large or complicated jobs may require more than one day and will be evaluated at the template visit.

### INCIDENTAL DAMAGE

Final wall preparation (i.e. painting, wall paper, etc.) should not be completed prior to countertop install if at all possible. Care will be exercised during the countertop installation; however, scrapes, punctures or dings to the wall surfaces are possible, as are scratches and scrapes to the cabinetry. These are considered incidental damage and are your responsibility to repair. In most cases, cabinets can be easily repaired with a cabinet touch-up kit.

### RANGES, COOKTOPS AND APPLIANCES

Your appliance installer must install new cooktops, downdrafts, slide-in stoves, refrigerators and/or any other appliances that are integral to your kitchen.

SPW Surfaces is waived from all liability of floor damage if we are required to move your refrigerator or stove to access the countertops.

### SIGN OFF

After the countertop has been installed, the decision maker (someone over the age of 18) must be present to inspect the countertop. An installation customer approval form will be provided, which you will be asked to sign.

I have read this document and know what to expect.

Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

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