



What to expect during your countertop installation.

To help ensure a quality installation, please review the following guidelines prior to our scheduled appointment. We thank you in advance for your assistance and cooperation with this effort.

JOB PREPARATION BY CUSTOMER

Lead Paint in Projects with Tear-out:

Houses built before 1978 may need to be tested for lead based paints present in the work areas. If tests are positive, additional charges will be required to complete the work in accordance with North Carolina and the EPA regulations.

Clear countertops and appliances:

Please clear all existing countertops (remove canisters, toasters, decorative items...) prior to field template date. In some cases, all or part of the existing countertops may need to be removed in order to make an accurate template.

Sinks, faucets and appliances:

All items to be mounted in the countertops (including items sinks, faucets, soap dispensers, hot/cold water dispensers, cooktops) **MUST** be on the job site prior to the date of field template if supplied by the customer. Any changes in selections made after template will cause a delay in scheduling. Arrangements for reconnection of plumbing items (sink, faucet, dishwasher, etc.) are available as a service for an additional charge. Please inspect any products you are providing prior to the day of install.

Cabinets must be plumb, level and secured to the walls and/or floor:

The countertop must lie flat within 1/8" to eliminate stress on the corners, cut-outs and seams. **Therefore, it is the responsibility of the customer to ensure that the cabinets are plumb, level and square.** All kitchen cabinets must be permanently secured to walls and/or floor. All cabinetry and end panels must be completely and permanently installed (set and level) prior to the date countertops are to be field templated. Cabinets that will rest on top of the countertop (i.e. appliance garage, etc.) must be installed **after** the installation of the countertop. Farm/apron sinks must be installed before template.

Adequate support:

The surface type and material thickness dictate the amount of overhang permitted on a countertop. In most cases, the countertop can support an overhang of:

- 6" (Solid Surface Countertop)
- 6" (2CM Granite/Quartz Countertop)
- 10" (3CM Granite/Quartz Countertop)

without additional brackets or corbels. However, at least 70% must be supported by cabinets, an island, knee wall etc. All overhangs in excess of those previously mentioned will require corbels or brackets. All support brackets and corbels must be installed prior to the field template. New or existing cabinets must be structurally sound to withstand the weight of the countertop. Paint grade support brackets are available for an additional charge.

Mirrors:

Mirrors in bathroom that are affixed to the walls and rest on existing countertop backsplash may need to be removed prior to installation of new countertops.

Customer Authorization:

The customer (or designated decision-maker over the age of 18) **MUST** be present at the time of measuring/templating, and be responsible for approving all details and/or changes, such as color, edge profile, dimension changes, etc. The field template supersedes all previous drawings.

Incidental Damage:

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed until **AFTER** installation if at all possible. Care will be exercised during the countertop installation; however, scrapes, punctures or digs to wall surfaces are possible, as are scratches and scrapes to cabinetry. **These items are considered incidental damage and are part of kitchen and bath remodeling.** The customer should be prepared to make touchups and repairs once countertops are installed. Existing tile and/or wallpaper will likely need repair after new tops are installed.

Trip Charges:

If the templater/installer arrives at the job site and **ALL** of the conditions outlined above are not met, the field template or the installation will be **RESCHEDULED** and a **Trip Charge** will be assessed.

Final Pricing:

Any pricing changes will need to be approved before fabrication of the countertops can begin.

SCHEDULING

If additional work by other contractors is being performed in the area where your countertops are being installed, please DO NOT schedule them at the same time of template or install.

Measure/Field Template Date:

After receiving a signed confirmation of your project, a Surface Products customer service representative will call set up a time to measure/field template the countertop.

Installation Date:

Installation dates may be set when the template date is set or may be set when material for the job is received. All post template adjustments will require customer approval before fabrication of the top will begin.

Time Window:

All field template and installation dates will be scheduled with the understanding that a 3-hour window of time for arrival will be given. The job will be completed during normal business hours, Monday – Friday, 8 – 5 PM.

Cancellations:

Template appointment cancellations require (1) business day prior notice during normal business hours. Installation appointment cancellations require (3) business days prior notice.

INSTALLATION

Installation:

The customer or (designated decision-maker over the age of 18) **MUST** be present during the entire installation process. Countertops should be cleared before day of the install. Be prepared to be without the use of your kitchen during this process. It is necessary for Installers to make several trips from outside as they work in your home. Please plan and clear a path for them to carry large, heavy items.

Seams:

Placement of all seams is at the discretion of the fabricator. Stone and Quartz countertops will have visible seams. Solid Surface products will have inconspicuous seams. Solid Surface colors with veining may have visible seams.

Plumbing Reconnect:

Sinks in countertops that are stone or quartz need to set up 36-48 hours before plumbing can be reconnected.

Installation Sign-off:

After the countertop has been installed, the customer (or designated decision-maker 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, confirming your satisfaction with the quality, fit and damage-free condition of your new countertop.

Cleanup:

Installation of a new countertop is a construction process. Residual dust should be expected. The customer may want to drape or cover areas to help contain the dust to the construction area. The job site will be left in broom-clean condition.

Payment:

Final payment will be collected when install is complete.

By signing below, the customer acknowledges receiving the **SP Customer Expectation Guidelines** and agrees to the details and processes described within.

Customer Name (please print) _____

Customer Signature _____

Date _____

Project # _____