

## **Davan Countertops LLC**

### **Quotes**

-- Estimates are provided according to customers' material selections, design and specifications. Due to stone price fluctuations and availability of the material the quotes are subject to change. Therefore Davan Countertops will honor prices quoted for the period of up to 30 days. --Davan Countertops reserves the right to change the schedule due to unforced circumstances such as delay in production, severe weather or personal sickness. Davan Countertops will not cover customer's personal or work time loss or other costs associated with delay.

### **Materials**

-- Natural stone such as marble, granite, soapstone and quartzite have natural pits, fissures and epoxy fillings. Also, they may differ in regard to pattern and color distribution between slabs and within a single slab. These characteristics are naturally occurring and are not the result of material defects. By comparison quartz or porcelain (engineered stone) are significantly more consistent in pattern but may exhibit slight color variations between slabs. Davan Countertops will make every effort possible to match design and vein patterns. Davan Countertops will not alter the surface of the slabs nor has an ability to fill fissures or pits nor polish any small areas of the material. Any characteristics of the natural stone will remain as sold by the supplier.

– Marble is a natural stone product and is known for its veining patterns and variation in color. Marble countertops are not as dense or hard as granite/quartz and the result is a much more porous product with more natural veins, fissures and cracks. Davan Countertops cannot control or be held responsible for natural occurrences in any stone product. These natural occurrences and/or inconsistencies could cause color variation/inconsistency, stains, scratching, etching or chipping.

– Although quartzite is a very dense material and is sealed during installation, it may require more than one application of sealant over time. Quartzite may develop water marks or stains around areas where water or oil is frequently used (namely the sink or the stove/cooktop).

--We will do our best to educate you on the care and maintenance of your stone. Additional information is available on our website at

<https://davangranitecountertops.com/care-and-maintenance>. Engineered stone wear and tear is dependent on the supplier, the customer is responsible for registering their stone with the individual supplier if needed. Natural stone is not warranted by the supplier and Davan Countertops will not be able to provide a guarantee.

-- Material cannot be returned to suppliers after it's been cut, therefore credit or refund will not be possible.

-- Upon the completion of the project any remains of the fabricated materials become property of Davan Countertops Countertops Countertops unless agreed otherwise.

### **Measurements and Templates**

-- Customer or the customer's representative, 18 years or older, must be present at the time of field measurement. Customer or customer's representative must be present to confirm the details such as overhang, layout and sink selection.

– To schedule a measurement we need a signed disclaimer with a payment or minimum of \$200 fee that can be applied to your total balance for your project.

– The final cost is subject to change due to adjustments made at or after the final measurements. If the dimensions differ from the information provided by the customer prior to field measure Davan Countertops will adjust the invoice to reflect the changes. Any alterations to the final measurements must be agreed

in writing by the customer prior to fabrication.

- Measurements are valid as long as there are no job site modifications completed afterwards. In cases of added cabinets, removal of the backsplash tile or the technician not being able to complete templating, the field measure must be repeated and the owner is responsible for an additional cost of up to \$200 associated with a second trip depending on the distance traveled.
- In case of installation of countertops with full height backsplashes, a two stage approach is preferred. Countertops will be measured precisely while full height backsplashes will be roughly measured during the initial measurement appointment by our technician. At the end of countertops installation the full height backsplashes will be precisely measured and installed at the later date.
- Davan Countertops mandates that all cabinets are installed, leveled and aligned prior to measurement. Farmhouse and cast iron sinks, outdoor grills, all moldings, panels and walls **must** be permanently installed in order to measure.
- The fabrication shop ticket drawing will be created in accordance and final approval of stone color, sinks, any cutouts, faucet holes, dimensions of back and full-splashes, edges, waterfall legs, corner profiles (radius), seam placement and overhangs by a customer or a responsible representative.
- If the customer already has a sink or a sinks template, it must be present during field measurement in order to correctly incorporate its dimensions in the measurement drawing.
- Davan Countertops is not responsible for sink cutout errors due to incorrect sink templates.

**--Davan Countertops requires a deposit which is 50% of the total of the project due at the measurements and before the materials can be ordered. The remaining 50% balance payment is due at the time of completed installation. For your convenience we accept all major credit cards however there is a 3.5% credit card processing fee. Payments can also be made in cash, check or Zelle at Davan Countertops LLC [davancountertops@gmail.com](mailto:davancountertops@gmail.com)**

### **Pick ups**

- In case of fabrication of materials requested by the customer for "Pick Up Only" , the customer is responsible for all measurements, transportation and installation. The "Pick Up Only" option requires full payment prior to fabrication.

### **Fabrication**

- All sink cutout and any exposed corners from Quartz material must have a 3/8" radius in order to ensure supplier warranty. -- Davan Countertops warranties seam and sink attachment for the life of the project.**

### **Removal and Disposal**

- During the removal and disposal of old existing countertops Davan Countertops might have to cut caulking on the wall and will not be responsible for drywall repair.
- During the removal of existing countertops or installation of large and heavy pieces some chips, scratches or dents can occur on the walls. Davan Countertops is not responsible for repairs of damaged surfaces.
- Prior to removal of old countertops, it is recommended to remove cabinet drawers in order to avoid the accumulation of debris in the drawers during the process.

## Installation

- The customer or the representative shall be present during the installation in order to inspect and approve the completed project. If there is no customer or representative present at the completion of the project to verify and approve the completed work the customer waives any claims.
- Due to uneven walls Davan Countertops allows up to ¼ gap between the wall & countertop and might have to cut the drywall in order to make the overhang match. Davan Countertops Countertops. will not repair chips, damaged drywall or paint walls.
- Davan Countertops will install the countertops and seal them if necessary. Quartz does not need to be sealed, only natural stone.
- Opening holes for faucet, soap dispenser, water filter etc. will be drilled at the end of the installation process. Their placement must be consulted with the responsible adult. – Electrical outlet covers, cabinet lights or trims may need to be removed during installation. Davan Countertops is not responsible for re-installation or removal of these elements. – Davan Countertops does not install thresholds, curbs, niches or any shower pieces. We do not install supports, brackets or corbels for the stone overhangs.
- Davan Countertops does not caulk the backsplashes to the wall or caulk between backsplash and existing tile. We will apply caulk between the wall and countertop if there is no backsplash.
- Appliances should be at the job site during installation of the counters in order to verify their fit. Dishwasher mounting bracket holes will be drilled in the counter if applicable. If the dishwasher is not present at the time of counters installation and Davan Countertops installers must return, it will cost an additional \$100-\$200 depending on the distance from our facility.
- Davan Countertops is not responsible for any plumbing work including disconnecting or reconnecting of faucet water lines, sink drains, cooktops or stove gas lines. The final product must be left to dry at least 4-6 hours before any other work can be performed.**
- During work performed, dust will occur inside the installation area. Davan Countertops installers will wipe off countertops and remove general debris but not clean cabinets, floors etc.
- Please take a few minutes during installation to check our work and review your installation to make sure you are satisfied with our work.
- Final payment is required upon completion of installation.
- Davan Countertops will provide insurance upon customer's request.

By signing this disclaimer I have read and agreed to the terms and conditions + Checklist.

I am responsible for having plumbing, gas and electrical lines disconnected prior to installation. (Drain, hot and cold water line, disposal, water filtration system) I will have my countertops/work area cleaned prior to the measurements.

I understand that natural stone naturally has imperfections, (fissures, pivots) After the measurements, if the square footage area is different from the estimate, Davan Countertops will update your invoice to the correct square footage.

If a Credit Card is used as a payment method there will be a 3.5% convenience fee. My cabinets are permanently installed.

Accepted by Customer \_\_\_\_\_ Date \_\_\_\_\_