

# Counter Top Terms and Conditions

1. All cabinets must be installed permanently, and be level within 1/8 of an inch. All fixtures such as sinks, ranges, cooktops, faucets, etc, which can affect our dimensions must be present on the job-site or in our possession before we are called to template/measure.
2. Butler Stone Craft, Inc (BSC) provides as accurate as possible estimate, however, is not a price guarantee. Material slab types, selection, availability, and prices are subject to change. Stone countertops and installation is a custom process and subject to variations in materials and methods. Field measurements/template can change final price.
3. Customer has selected all materials, edge details, and overhangs. Excessive overhangs (greater than 4 inches for natural stone) may need supports (not supply by BSC) unless added in the estimate. Customer must be present both at template and installation to verify and approve template details such as edging, seams, overhangs, etc.
4. Failure in preparation of the **Template Checklist** items may result in a trip charge of \$45 per man-hour if additional template time is required.
5. Seams will be located at our discretion. If seams location is critical, please discuss this at time of template/measure. Seams are hairline and normally visible and might have a feel to the touch.
6. Any changes made after template or field measuring may not only change the price, but also can cause extended delays in fabrication and installation. All work order changes must be in writing.
7. BSC is not responsible for the removal and/or installation of electrical parts, disconnecting/reconnection of sinks, faucets, ranges, cooktops or any other appliances. We do not do drywall repairs, hookups or plumbing.
8. BSC is only responsible for delivery and installation of purchased material that is agreed upon in the signed estimate. All fall-off material is property of Sunset Granite. Client can purchase extra material at current slab pricing and is responsible for pick up and transportation.
9. Granite, marble, limestone, travertine and slate are products of nature. Natural stone varies in color, shading, width, and texture from one another or within the same piece. We are not responsible for variations in color within the natural and man-made (quartz) slabs.
10. BSC is not responsible for any natural shape variation, fissures, chipping, and scratches or wear on the natural stone or quartz surface. Absolutely no claims for any defects after installation or alteration of the stone or quartz.
11. A 50% deposit is required for all orders, fabrication and installations prior to material being ordered. Delay in deposit may result in loss of hold on material. 100% of payment is required for all pick-ups. No returns, or refunds. If client cancels the project before template a 35% restock fee will apply. An additional \$300 trip charge will apply if canceled after template is complete. Orders cannot be canceled once fabrication has started. Full payment is due upon job completion. Failure of customer to pay BSC in accordance with the payment terms of this agreement is a breach. In the event the customer breaches the terms and conditions of this agreement, BSC shall be entitled to recover any and all costs of collection, including court and attorney's fees.
12. Accounts over 30 days are subject to a finance charge of 1.5% per month; this is an effective annual interest rate of 18%. Should your account become delinquent and necessitate an attorney for collection, a fee of 25% of the balance due will be assessed.