



NATURAL STONE BENCHTOP READINESS CHECKLIST

Store Name:
Customer Name:
Site Address:
Phone Number:

Complete the below checklist with the customer prior to M&Q Request.

Should you have any questions when completing the readiness checklist, please feel free to contact Petra Global team on 1300 073 872

1 Colour Selected:				
2 Thickness Selected	20mm	<input type="checkbox"/>	40mm	<input type="checkbox"/>
3 Edge Selected	Square Aris	<input type="checkbox"/>		
4 Which room/s will the stone be installed:	Kitchen	<input type="checkbox"/>	Bathroom	<input type="checkbox"/>
	Pantry	<input type="checkbox"/>	Ensuite	<input type="checkbox"/>
	Laundry	<input type="checkbox"/>	Other	<input type="checkbox"/>
5 Are all the cabinets New or Existing?	New	<input type="checkbox"/>	Existing	<input type="checkbox"/>
When replacing an existing benchtop, the benchtop must be removed for accurate dimensions to be obtained and a structural assessment of the cabinetry to be completed. A remeasure fee may be applicable if this is not completed.				
6 Are all the cabinets fully installed level (within 2mm to evenly distribute the weight of the stone to avoid warping or cracking)	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
7 Are all the cabinets fixed to each other, square and secured to the walls and /or floor?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
8 Is the customer using new appliances? If so, are they onsite?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
9 Is the customer aware , stone joins are ALWAYS at the stone mason's discretion. Joins can not be through any void greater than 600mm (such as dishwasher space).	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
10 If the customer has chosen 40mm edge profile, have they installed a full substrate? If they have, then it should be fixed from the inside of the cabinet and 25mm smaller than the required stone size on each visible edge.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
11 If the customer has chosen 20mm edge profile or a full substrate is not selected, is there sufficient support for the stone through any cut out/ stone join.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
12 Is the site easily accessible? Are there stairs or other site restrictions that may require additional resources to transport the stone benchtop? Note: Additional resources is at additional cost to the customer and is not included in the standard offer.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

***The customer Site Assessment booking will not be actioned until the confirmed order is received from the Bunnings store team.**

Note: If the customer has selected 'No' for most of the answers, the site may not be ready for the site assessment/ check measure- **do not proceed**. Once all items have been completed, re-qualify the customer again before booking M&Q.

If a check measure cannot be taken because the area has not been prepared correctly, a second visit may be required, an additional fee may be payable for a second site assessment/ check measure.

Once the site assessment readiness checklist is completed and order placed with Petra, one of our representatives will contact the customer to arrange a suitable time to conduct the site assessment/ check measure.

Please ensure that fixtures planned to be fitted (cooktop, taps, etc) are not connected prior to a stone installation. Items such as these need to be removed prior to the installation to enable clear access for the stone.
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CUSTOMER READINESS FOR INSTALLATION

1	All works / requirements discussed at the time of check measure must be completed.
2	The site must be clean & tidy on the day of installation
3	A safe access must be provided to our installers , this includes keeping pets & kids away from the work area while our installers are onsite.
4	There might be some situations where we may require to do minor adjustments to your custom made product which include minor cutting & polishing onsite which will be carried out in accordance with WorkSafe requirements. Be assured - the site will be left in clean & tidy manner. If the works are deemed not minor - the stone would need to be taken back to the factory & another day of installation will be confirmed.
5	We strongly recommend DO NOT BOOK your post installation trades (Tilers , Electricians & Plumbers etc) until the stone is successfully installed. Any additional costs to rebook / reschedule trades in case of delays in completion of benchtop installation would not be responsibility of Petra Global or any of its subcontractors.
6	Sealing & caulking of stone benchtops is usually done by splashback installer / tiler but this can be done at customer request on installation day. Please note our installers only carry clear silicone.

POST INSTALLATION

1	The customer will be asked to sign a Customer Satisfaction Form at the end of installation. You will have an opportunity to provide any feedback that you may have regarding the installation.
2	The installers will leave the site clean & tidy.
3	Do not touch or use the benchtops for 24 hours post installation. This allows the glue to cure properly.
4	Once the installation is completed to your satisfaction , you can book your post installation trades if you are not getting a splashback from Petra Global.
5	If your are also getting a splashback through Petra Global , you will hear from us within 24 hours of job completion to book your splashback measure. Please do not book any trades (Including plumbers / electricians) until we complete a site assessment for splashback. Please discuss with the splashback measurer if appliances can be connected before the splashback is installed.
6	For full details on how to care for your stone benctops , please visit www.petraglobal.com.au

CONTACT

If you have any specific questions relating to the product , installation , maintainence , warranty or any other general inquiry - please contact Petra Global 1300 047 872 during business hours or visit www.petraglobal.com.au

CUSTOMER SIGNATURE	
Date	

BUNNINGS TEAM MEMBER NAME	
Date	

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