

## INSTALLATION AGREEMENT

**Attention Customer:** In order to ensure a quality installation, we ask you to review, agree to and sign this checklist and statement of our policies as part of your order. **PLEASE READ** the following carefully and sign at the end to indicate your understanding and agreement. Thank you in advance for your assistance and cooperation on this effort.

**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 final measurement has been completed. If extra labour is required, ie existing countertop removal or alterations to cabinets etc, an hourly rate of \$90 hr / per person will be added to invoice.

**Product Information:** Granite, Marble and Quartz slabs may vary from a countertop sample seen previously. Please be aware that some countertop material may require more maintenance. Marble and Granite are products of nature and as such may have small cracks, blemishes, voids, different shadings and variations in colour, veining, pitting, and or surface textures, which are inherent properties of natural stones and their products and **are not considered defects**. Please note that while slabs come in either 2cm or 3cm thickness, this is not always exact as the actual thickness of the slab may be plus or minus some millimeters.

**Plywood:** For projects that requires plywood to be laminated to the countertop, please note that the plywood would be of the most basic grade. We do not spend any time smoothing out the plywood surface or painting it. For 1 1/2" laminated countertops, we glue plywood strips underneath the top countertop. Full plywood is only glued for areas such as island, bar or peninsula overhangs for seating.

### **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 scheduled to be measured. Cabinets that will rest on top of the countertop (i.e. appliance garage, etc.) must be installed after the installation of the countertop. Cabinets out of level will require shims to be placed between the cabinet and the countertop. The shims may be visible from the front and underside of the countertop. It is the customer's responsibility to add a trim piece to match the cabinet to cover any gap left by the shims. **Adequate support:** 70% of the total countertop must be supported by cabinets, pony wall etc. All overhangs in excess of those previously mentioned will require brackets. All support brackets and its installation is the customer's responsibility. New or existing cabinets must be structurally sound to withstand the weight of the countertop. We will not be held responsible for determining whether any base the countertops are resting on are structurally sound. This is all the responsibility of the customer. If your countertop fails due to one of these issues mentioned above, it is the homeowners responsibility for the associated costs of replacement.

### **Countertop Removal:**

We will do our best to exercise care and caution while removing your old countertop, however we are not responsible for any damage caused to existing cabinets, walls, floors, etc while removing the old countertops.

### **Sinks and Faucets:**

Items to be mounted in the countertops **MUST** be at the job site prior to the date of final measurement. Changes will not be accepted after the final measurement is completed. Any changes may result in a change of the installation date. Homeowner is responsible to provide all cutout information (including items such as sinks, faucets, soap pumps, hot/cold water dispensers, cooktops, outlet, and other sink specific accessories) must be at the job site for the final measurement date. Sink accessories **MUST** be on site during final measure, and discussed with us. Unless otherwise specified sink cutouts will be cut with an overhang into the sink. For all sinks other than stainless steel, there may be a 1/4" to 3/4" overhang all around the sink. For stainless steel sinks, there may be an 1/8" to 1/4" overhang all around the sink. If homeowner/builder requires a different reveal on sink, specify with installer prior to final measure.

### **Appliances:**

All appliances **MUST** be in place at the time of final measurement. Specifications are also acceptable as long as they provide the required measurements affecting the countertops. If the client chooses a single 2cm or 3cm thickness for their counters, there will be no plywood glued underneath the counter for the dishwasher to be secured to. Dishwashers can either be attached by putting screws through the sides of the cabinet into the side of the dishwasher (where permitted), or by adding a cabinet filler under the countertop to secure the dishwasher, or lastly

by ordering Granite Clips online. *Please note we are not responsible for the installation or securing of any appliances. This includes raising or lowering the stove, or any other requests related to appliances. Should the client insist on this, we will accept no responsibility for any damages that may incur.*

**Customer Authorization:**

The customer may be present at the time of measuring/templating, and is responsible for approving all the details of the order. The final measurement supersedes all previous drawings. It is the customer's responsibility to approve the final drawings.

**Incidental Damage:**

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

**INSTALLATION**

**Installation:**

The customer must have their faucet, soap dispensers, etc. on site for the installers to drill the appropriate holes. If these items are not present, we will only drill the smallest standard sized holes for each item, during installation. If the customer requires our installers to come back after installation, there will be a minimum \$250 service charge per trip.

**Undermount Sink Attachment**

There are many methods of mounting/attaching the undermount sink to the countertop. Our method will be the best suited for the situation..

Please note that we only carry tools that drill through the countertops, in regards to the faucet and soap dispenser holes. We do not have any tools to drill through the cabinet. The diamond drill bit used cannot be drilled through wood as it is a fire hazard.

**Walls and Old Backsplash:**

Please note that for countertops that are wall to wall, it is standard for the countertops to be measured smaller on each side. Caulking or backsplash will be able to cover any gaps. Please note that we recommend adding new backsplash to cover any gaps due to the unevenness of the old backsplash. If no new backsplash is to be added, please note that there may be gaps approximately 1/4" wide, which only caulking can fill. Our countertops cannot be cut in a way that accommodates for the old backsplash's uneven surfaces.

**Seams:**

Placement of seams is at the discretion of Constellation Countertops. Seams will be visible to the eye or touch. We will a colour match epoxy to form the seam and blend in with the countertop color as much as possible. Even though the customer can provide input with respect to the seam location, the fabricator reserves the right to adjust the location if needed.

**Cleanliness:** A countertop installation is a construction process and residual dust should be expected. The customer may want to drape or cover areas to help contain the dust to the construction area. In addition, it is also the client's responsibility to drape or cover any areas that they would like to protect. This includes (but is not limited to) flooring, stove, furniture etc. The job site will be left in broom-clean condition.

*Please note that if the customer chooses a slab or selection of slabs from a specific supplier, we are not held responsible for the quality of the slab chosen by the customer. Under no circumstances do we warranty the stone surface as we only perform installation.*

**I have read and understand the information contained herein.**