



What to expect when you purchase new countertops

1. We do not know how long it may take to install your new countertops. Every job is different and presents its own set of challenges. While one job may take a few hours, a similar job may take 8 hours, or require a return trip. It's more important to us that we do the job right as opposed to doing the job quickly.

2. Since we don't know how long a project will take, we don't have set times when our template specialist or installer will arrive at job site. Therefore, we need you to keep the day of template / install open. We will try to call ahead to give you our best estimated time of arrival, but we cannot be precise. Please rest assured that we are doing our best to get there as quickly as possible.

3. It is customers' responsibility to have the following ready before template.

- Cabinets must be installed and leveled before template.
- Sink needs to be on site the day of template. The same goes for your range or cook top.
- If there is countertop on currently, it is customers' responsibility to remove all countertop as well as at least 4" of backsplash. Before the day of template.

Failure to do the things mentioned above will result in delay in template and/or install. Additionally, the client will be charged a \$150 fee for our template specialist to come out again.

4. Template is the final measurement. All decisions and changes need to be confirmed at the time of template. No changes can be made after the date of template. NW Granite will determine the best location of the seams in your kitchen depending on flow, color and grain.

5. There are some conditions that may be unforeseeable until the time of installation. One issue that may occur at the time of tear out is that the cabinets may not be level (we can adjust to account for cabinet gaps up to ¼ inch out of level.) We must be able to install your countertops to our company standards in order to honor our installation warranty. Our installers will inform you if a cabinet person will need to come and adjust the cabinets, and it may be necessary to reschedule our installation after any cabinet issues are corrected.

6. Construction is messy. Customer understands that he/she is undertaking a construction project. A reasonable amount of dust and debris is to be expected. Please take the necessary steps to protect your personal belongings. We suggest that you remove or at least cover all the items in your cabinets. Please remove all fragile items from the work area. During the removal of the countertops or backsplash damage to the drywall is likely to occur. Customer understands that there is the possibility that he/she may have to do a small amount of touch up painting or drywall repair.

7. Stone is a natural product. That's what makes it beautiful! Stone may look different in your home than in the showroom or fabrication shop. Stone can have natural characteristics that you may not have seen until it arrives at your house. We encourage you to view your stone before we cut it. We invite you to be as involved in the process as you care to be. The more you are able to tell us what you want, the better we are able to give you what you want. Ask questions. Let us help you in whatever way we can.

8. While we in the natural stone business do not like to talk about it, countertops can crack. Please be assured that we never break pieces on purpose! However, please consider all options carefully if this unfortunate incident occurs. Sometimes, installing and repairing a one-of-a-kind cracked top is a better option than replacing it. Repaired cracks are very unlikely to fail and usually cannot be felt or seen. We will warranty a repaired crack for as long as you own your home.

9. We do not move appliances. We cannot take the responsibility of moving appliances from garages, storage buildings, or in the kitchen, or for the disconnection of water, gas or electrical lines. We may assist in these tasks during removal of old tops, but with the understanding that the customer takes full responsibility for the appliances, flooring, cabinets, walls, mirrors, or anything related resulting from the moving, transportation or removal of the appliance.

10. We warranty our installations. Please inspect and approve our installation before our installers leave. This is the best time to ask any questions that may arise. Should a problem arise sometime later, we will be glad to repair if possible. Once the install is approved, we will not replace tops.

11. It is recommended that the consumer apply or have applied a long-lasting seal within 1 week of the original installation and once every 12 months thereafter. Natural stone is porous and may therefore result in staining.

12. Payment: Customer agrees to pay a 75% deposit when signing the quote. Customer agrees to pay remaining balance due with Check /Credit Card on file at time of install completion. If a problem comes up we will make every reasonable effort to resolve it in a timely and satisfactory manner. Should you at anytime have a problem with the way we have handled your job, please let us know. All of us are working hard to satisfy you and all of our customers, please let us know how we are doing.

Sign _____ Date _____