

THE GRANITE SHOP

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Preparing Your Home for Granite Countertops

THE GRANITE SHOP is pleased you have decided upon one of the most beautiful, prestigious and durable countertop surfaces available – Granite. Due to the unique characteristics of natural stone and the installation thereof, we would like to focus your attention on the following points:

Stone Selection and Seams

Granite is a natural substance mined all over the world. **THE GRANITE SHOP** maintains close quality control over all color selections and individual “slab selection” is usually not necessary. Because of our desire for you to be completely happy with your stone installation, you are welcome to visit **THE GRANITE SHOP** in order to preview and/or approve the components or slabs to be used in your home or business. Pattern, color, and graining may vary slightly within the same “name” or selection and even throughout pieces from the same lot. Small samples are available for initial paring with cabinetry choices but may be inadequate to base a final decision upon.

When choosing a pattern or type of stone, please keep in mind that stones with wavy characteristics, streaks or “rivers” can be difficult to match or blend between corners or seams. During fabrication of your stone product into countertops, great care is taken to lay out the slab(s) to minimize waste, blend the pattern and colors, and place the seams in the best location for structural integrity and visual aesthetics. Granite is a natural stone material cut in varying lengths from the quarry and pieces must be seamed together on site using butt joining techniques. Seams should hence be viewed as an integral part of “stone” projects. The very natural characteristics and properties of granite that give it such beauty make it impossible to guarantee a match in pattern or color from one piece of counter to the next.

Stone materials may include visible fissures, pits, inclusions that occur naturally and are not considered flaws in the stone. Fissures are very fine hairline crevices in the stone surface; pits are surface air gaps created during rock formation that are revealed when slabs are cut and polished; and inclusions are clusters of mineral deposits of any color also created during rock formation.

No replacements will be made for natural characteristics occurring within a countertop.

Estimate/Detail Visit (approx. 30~60 minutes)

- Measurements are taken for estimating and quoting purposes – we will need to be able to measure all existing countertops and/or new cabinets. Please move or remove any appliances or other items that may be in the way of measuring.
- Stone samples are reviewed and the color is selected.
- All options will be discussed including: sink type, number of faucet holes, slide-in stove or drop-in cooktop, backsplash, and edge profile.
- The overall production process (this sheet) is discussed.

Templating Visit (approx. 20~30 minutes)

- Templates (or patterns) are made from existing countertops and/or new cabinets.
- Please completely clear all countertops by removing all appliances and other items.
- New cabinets must be completely installed. **THE GRANITE SHOP** does not accept any liability in the case of cabinets that are not level and walls that are not square/plumb which may result in a final assembly that is not 100% level/square. Any required adjustments to cabinets, brackets, walls, etc. are the responsibility of the customer and/or his/her sub-contractor and must be completed prior to granite installation.

- We need the make and model of cooktops, sinks and faucets. If the sink is an undermount style, the sink will need to be delivered to **THE GRANITE SHOP** before any fabrication can begin. Templates alone are NOT acceptable for fabrication. Ideally, have sink on-site for template visit – we can take it with us and return it at installation time.
- Locations of any seams are discussed
- Locations for all faucet holes and accessories are discussed
- All excess stone material (waste) is considered the property of **THE GRANITE SHOP**. Waste may include any unused stone, sink and cooktop cut-outs, etc. All customer requests for waste materials will be considered, but may be subject to additional charges for any cutting or finishing.
- There may be areas where your old countertops sit that may not get completely covered with the new granite countertops. These areas can include walls behind existing backsplash, the tops of painted cabinets, and where the countertops meet walls. We will discuss these items and any options that may be available to eliminate these occurrences. Typical solutions can include increasing the height of the granite backsplash for a nominal fee, painting, or adding tile or other trim to cover any unfinished areas.

Installation Visit (approx. 2~6 hours)

- Sink cabinets and cooktop cabinets must be completely cleaned out.
- The installers will need clear access to transport and install the countertops. Take down any pictures and wall hangings, and move throw rugs, plants and pet dishes.
- **Installation of your new countertops is a construction project and any construction creates dirt and dust.** It may be advisable to seal off any adjacent rooms, tape sheets or plastic drop cloths over doorways, and protect any new appliances. This will keep dust out of the rest of the house. If you have a cooktop or drop-in sink being installed, the final cutout is completed with the countertop in position inside your house – **this can create a lot of dust. All Air Conditioning units should be TURNED OFF during this cutting process. Your kitchen will require a thorough cleaning once your new countertops are installed.**
- We use very strong adhesive for seams. Please be aware that these chemicals emit strong odors that should go away within a couple of hours.
- All under-counter appliances (dishwasher, ice machine, trash compactor, wine cooler, etc.) should be installed prior to the countertops.
- Undermount sink(s) will be mounted to the granite. Additionally, drop-in sink(s) and the cooktop (if applicable) will be set in place to verify fit.
- Our installers will turn off and disconnect electrical, gas, or plumbing connections provided there are properly functioning disconnect switches/valves. Reconnection of all plumbing, electrical, ventilation ductwork, and fuel lines is the responsibility of the owner and/or sub-contractor. It is the responsibility of the homeowner to check periodically for any leaks until a plumber arrives. Reconnection may require new or additional ductwork and/or piping. Any additional materials and/or labor are not the responsibility of **THE GRANITE SHOP**.
- If we remove existing countertops, our crews try their best to be as careful as possible, but there is a chance that your walls, wallpaper, tile, or other wall coverings may be damaged and we will not be responsible for any repairs.
- If you are going to have other contractors doing work in your home, please instruct them NOT to use your new countertops as a workbench. This will avoid damage to your new countertops.

This document is provided so that you may better understand the process required to install your new granite countertops. Please read and sign this acknowledgement to safeguard against any misunderstanding about the final appearance of your countertops and stone installations.

I have read this document and I understand and acknowledge the information contained herein.

Customer's Signature _____

Date: _____

Customer's Name (Printed) _____

This form must be reviewed and signed before any production can begin!