

# What to Expect

Please read all the information given to you on this sheet to make sure your Granite experience goes smoothly! 😊

## Template Day:

**\*\*It is important to know that each job is custom and we don't know how long each job will take.**

- You may pick the morning (8:00-12:00pm) or Afternoon (12pm-5:00pm).
- If you have existing countertops, make sure the surface is cleared of all items.
- If you are putting in new cabinets, make sure all the cabinets are in place before you schedule a template.
- If you are using a Farmhouse Sink, please make sure the sink is in place before you schedule a template. The sink must stay in place after the template is made, so the correct cut is made for the Farmhouse sink.
- To make things easier, it's best to have all your choices picked out before a template is scheduled (Granite colors, edges, sinks, plumbing, tear-out and haul-away, granite backsplash, etc.).
- If you are not using one of our sinks, be sure to have the sinks you are using onsite when we come template. We need to take the sink back to the shop if it is an under-mount, so the fabricators can cut the right dimensions.
- If you are not getting a faucet from us, be sure to have your faucet onsite or give the faucet hole information to the templater or your salesperson.
- If you have a cooktop, be sure to have it onsite or give the cooktop information to the template or your salesperson.
- We require support for any overhang over 6", so please discuss any concerns with the templater.
- If you purchase our tear-out and haul away service, plumbing disconnect is included in the price. Plumbing re-connect is not, so please make the necessary arrangements for follow up.
- Make sure you have read and signed all the paperwork (Customer Agreement and Customer Contract). We will not cut your job until all paperwork has been signed.
- 50% of the total job is due on template day. We accept cash, checks, and credit cards. Please be aware that all pricing given is based on check or cash payment. If you choose to pay with a credit card, the amount will be higher.
- A \$250.00 non-refundable fee will be assessed if the job is cancelled after templating.

## Installation Day:

**\*\*Be prepared for the whole day.** This is very important to remember. It's not that we don't want to give you a time, but every job is custom and some jobs take longer than others.

- We can't stress enough that stone installation is major construction, which includes cutting, grinding and polishing. Also, keep in mind that this is very heavy material being set in place. Touch up or repair to the adjoining tilework, paint, cabinets, walls and flooring might require you to hire a contractor, unless you are able to do the work yourself.
- Residual dust should be expected. The Installer will take precautions for dust collection; however, none of these precautions are 100% dust free. You may want to drape/cover area and/or items so that dust is contained to the construction area.
- If we are removing existing tops, please have all surfaces cleared off. We recommend that you take the top drawers and any other items from the base cabinets that you don't want to re-wash and put them outside the construction area before tear-out and/or installation.
- Remove all fragile items from the work area.
- Please plan a path that you would like the installer to use, keeping in mind that the path must be a sufficient size and free of all breakable items. Appliances should also be moved if they are in the path. Flooring should be covered, if protection is needed, and we recommend Ram Board, which can be purchased at Home Depot. If the floors aren't prepped, there will be a \$150.00 charge to either re-schedule or for us to do the prep for you.
- Final payment is due on install day. If first payment was made with a credit card, it will be assumed that the last payment will be made with that same credit card.
- It is very important to inspect the installation before the installers leave.
- For more information on preparing for installation day, please read the customer agreement.