

(Double sided)

KONKUS MARBLE & GRANITE

3737 Zane Trace Dr. • Columbus, OH 43228 • (614) 876-4000 • Fax: (614) 876-4442 • www.KMGohio.com

What to expect visually from natural stone, and to some extent man-made quartz

- 1 Stone products are of natural origin, variations in color and markings are to be expected. Any samples furnished represent only the general coloration and structure of a particular stone. It is the **customer's responsibility** to inspect the material(s) to confirm that the color, texture and sheen meet expectations.

Information on the option of layout

- 2 You as the customer, have the right to lay out templates on your slabs with our staff. Customer lay-outs are never offered on Cambria quartz, as Cambria fabricates their own product and does not offer a layout option with the customer. It is your responsibility to coordinate this with the Konkus marble and granite staff. Layouts will be completed no later than one week prior to the date of installation.

What we need from you for the measure/templating, and what to expect

- 3 The homeowner or a responsible adult must be onsite to make decisions or answer questions at the template and installation.
- 4 All fixtures: sinks, cook-tops, downdrafts, faucets, hot water dispensers, soap/lotion dispensers etc., that will be used in conjunction with your countertops must be made available on the job site at the time of measurement or delivered to our office prior to measurement to help ensure proper suitability, however, Konkus Marble and Granite associates are not responsible in determining the suitability of specific fixtures or appliances with your new counter tops.
- 5 Existing countertops must be cleared off prior to template/measuring. Existing countertops must be removed prior to new countertop installation. Konkus Marble and Granite offers removal of existing countertops and backsplashes for an additional cost.
- 6 All cabinets must be SET and LEVEL to within an 1/8", over a ten foot span. Countertops will be leveled to the adjoining tops; this may require the use of shims between the supporting structure and the tops.

What we need from you for the installation, and what to expect

- 7 Cook-tops and self-rimming cutouts may be cut out on site. While this does generate dust, one of our installers will follow behind the saw and do their best to collect the dust in a shop vacuum.
- 8 Please note: *we will do all that we can to prevent damage to drywall/walls/wallpaper during our installation process, however, we cannot guarantee that there will be no damage occurring to the walls/adjacent walls. If your countertop goes in between 2 walls, there will most likely be some drywall damage.*
- 9 The installation process will require the use of epoxies, sealers, and or silicones. The odors that result from these substances may be offensive to some individuals and harmful to some pets. We recommend that individuals or animals that are sensitive to these types of strong fumes not be present during the completion of any work.
- 10 Please note: it is the home owners responsibility to move any appliances {I.E.- fridge, stove, dishwasher etc..} that will impede our installation, Konkus can, if needed, assist in moving of appliances however we assume NO LIABILITY for any damage that may occur in the process {I.e.- floor/wall/cabinet etc..}
- 11 ANY changes after Konkus' official measure will incur a \$200 Change-Order Charge
- 12 Final payment due at time of install.

By signing below, I confirm that I have *read* and *understand* the preceding agreement and would like to proceed with the installation of my countertops/material.

(Customer's signature)

(Printed name)

(Date)

(Sales associate)

(Sales order #)

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Check-list of what to expect during the process

You can check off each item as completed.

- Fill out our Konkus showroom information sheet
- The following information is needed to schedule measure:
 - o Description of Area
 - o Backsplash or Tile
 - o Material
 - o Edge Detail
 - o If Konkus will be providing tear-out and disposal services
 - o Sink
 - o Range or cooktop info
 - o Faucet
- Job site address/contact phone number
- Sign and date Invoice and Customer Approval Form and put down a 50% deposit (*Cash and checks always accepted; all major credit cards accepted for residential customers not receiving discounts*).
- We will call within 1 – 2 business days to schedule a measure date. (*there needs to be someone at the job site who can make decisions related to the job at time of measure. All cabinets must be set in place in order to measure. Sink, faucet and cook top or range should to be on site, in order to confirm cut outs for the template. If using a farm sink, this must be installed by the time of measure. If the job site is not ready at the scheduled time of template, there will be a \$150 trip charge added to the invoice.*)
- After measure, allow 2-3 business days for processing. (*A sales person will contact you regarding any change in square footage and the invoice will be adjusted at this time to reflect changes*).
- We will call to schedule a layout (*if a layout is requested*), and the installation date. (*Layout is approximately 1 week after measure and takes between 20 minutes to 1 hour*).
- After layout, {final seam placement to be decide at layout} we will schedule an install date. (*Usually install is approximately 1-2 weeks after the layout for most material*).
- Installation is most commonly completed in 1 day.
- Final payment will be collected at completion of installation. (*if a residential customer*)

Please note: if any of the information from above is missing it will hold the job up in production and may delay the installation.

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