

What to Expect From Natural Stone and Engineered Quartz

- Stone and quartz 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.

What We Need from You for Measuring/Templating, and What to Expect

- Jobsite address and contact name/phone number.
- Description of area(s) and all applicable details: material, edge detail, backsplash, plumbing specs and date jobsite will be ready for measure.
- Sign-off on Sales Order and a 50% deposit. Cash and checks always accepted; all major credit cards are accepted for residential customers not receiving discounts.
- All Fixtures - sinks, cooktops, downdrafts, faucets, hot water dispensers, soap/lotion dispensers, etc. - that will be used in conjunction with your countertops must be made available on the jobsite at the time of measurement or delivered to our office prior to measurement to help ensure proper suitability. If using a farm sink, this must be installed by the time of measure. If the jobsite is not ready at the scheduled time of templating, there will be a \$150 trip charge added to the invoice.
- Existing countertops must be cleared off prior to measuring/templating. 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.
- The homeowner or a responsible adult must be onsite to make decisions and/or answer questions during templating.
- All cabinets must be set and level to within 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.
- After measuring, allow 2-3 business days for processing. A salesperson will contact you regarding any change in square footage and the sales order will be adjusted at this time to reflect changes.
- Any changes after Konkus' official measure will incur a \$200 change order charge.

Layout Information (Optional)

- You as the customer have the opportunity to layout templates on your slabs with our staff. We will call to schedule a layout (if requested) after your file has been processed by your salesperson post-measure. Layout occurs approximately one week after measure and takes between 20-60 minutes. After layout we will schedule an installation date. Installation usually occurs 1-2 weeks after the layout for most material. If an in person layout is not desired a SlabSmith image can be created to give an approximation of the layout.

What We Need from You for Installation, and What to Expect

- Cooktops and self-rimming cutouts may be cut on the jobsite. While this does generate dust, one of our installers will follow behind the saw to the best of their ability to collect the dust in a shop vacuum. Please note: All quartz products require heat tape to be placed around cooktop cutouts. This heat tape is not installed by Konkus Marble and Granite. Failure to install this specialized tape will void the manufacturer's warranty.
- 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 two walls, there will likely be some drywall damage.
- 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 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.
- Please note: It is the homeowner's responsibility to move any appliances (e.g. fridge, stove, dishwasher, etc.) that will impede our installation. If needed, Konkus can assist in moving appliances; however, we assume no liability for any damage that may occur in the process (e.g. floors, walls, cabinets, etc.).
- Final Payment is due at the time of installation.

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/materials.

Customer Signature

Printed Name

Date

Sales Order #

Sales Associate