



Preparing Your Home For StoneMark Countertops

While we try to minimize any problems you may have during the installation of your new countertops, the process can be very disruptive. Here are a few items you need to be aware of to make the process go as smoothly as possible: *Please read this carefully! This form must be signed and returned before work can begin.*

I. Selection

- A. Granite Marble and quartzite are natural materials and changes in color and consistency are part of its natural beauty. Some colors have the appearance of a grain in the aggregate. Some granite has *mineral inclusions, knots, internal cracks, blanks or slight pits*. These are normal and are all considered a part of the natural beauty. If this concerns you, a shop visit may be necessary for you to approve the stone for your job. If our craftsmen select your granite slabs, you are agreeing to our selection and any changes made after the stone has been cut will be at your expense. No replacements will be made for natural characteristics occurring within a countertop.
- B. Quartz is also a natural product and as a result, variation in quartz color, shade, pattern and size are unique traits to be expected with this product. Additionally, small blotches or random distribution of particulates are an inherent part of the overall design and composition of the product and are not considered defects. Silestone Natural Quartz 15 Year Transferable Warranty *does not* cover color variance and this quartz will not be replaced for these unique, inherent traits.
- C. No sink requiring a hole greater than 18" front to back can be used unless in a corner or change in cabinet dimension to allow for a larger top. All sink holes have a 2" overhang.
- D. There is a charge for cutting electrical outlet holes in bar top risers. Please make sure we know about these since the holes make the risers very fragile and may require that the riser be installed with seams. Please let your electrician know that electrical boxes should be mounted flush with the framing.
- E. All excess stone material is the property of StoneMark Granite. Excess material includes any unused stone, sink and cooktop cutouts. Customer requests for excess stone will be considered but will be subject to additional charges for cutting or finishing.

II. Field Measure

- A. You or a designated decision-maker (18 years old or older) must be present during the *field measure (pattern)* process to approve seam locations, clipped or radius corners, electrical outlets and bar top overhangs. Your stone is actually cut from this laser template so we ask that you check the template drawing carefully for correctness. Any changes made requiring a return site visit or after the stone has been cut will be at the customer's expense.
- B. Our standard backsplashes are 4". There is a possibility this will not cover an older countertop backsplash. If you are not planning to repaint or replace your wallpaper or tile you may need to increase the height of the backsplash. The different height backsplash will need to be indicated at the time of the field measure for a nominal fee.
- C. *All physical cooktops, customer-provided sinks and faucets are required at the time of field measure.* There will be an additional trip charge if these items are not on-site at the time of laser template. All undermount farm sinks must be fully installed and secured in place by you or your contractor before our template technician arrives - it cannot move after template! If the sink is moved or adjusted after you have approved our template, any remakes or changes will be at the expense of the customer. If your farm sink is not fully installed at time of template, a fee will be charged for a return trip. If your farm sink is a top mount, please have it on site for the template.
- D. Faucet and dispenser cutouts are done at the time of installation by our installers. We prefer having all hardware on site to verify dimensions before cutting. If extra trips for cutouts are required because hardware is not on site, a trip charge will apply.
- E. *All lower cabinets must be fully installed before we can laser field measure the job.* This is critical for structural corbels and special trim so we can assure the stone covers them appropriately. 3CM natural stone can support an overhang of 10" without additional support and Quartz can support an overhang of 12" as long as at least 70% of the total countertop is supported by cabinets, knee wall, etc. If you are supplying your own supports, they must be in place/installed at the time of the template. StoneMark stocks steel flat and "L" brackets that our installers can install at an additional fee. Our template technician will advise the type and how many are needed at your template.
- F. Cabinets must be level with in 1/8" in 10 feet. Cabinets that rest on top of the deck must be installed after the installation of countertops. Note, we can only shim up to 1/8".
- G. If StoneMark's crew tears out your old countertops, our crew will try their best to not damage your walls, wallpaper or other wall coverings. There is, however, the possibility they may be damaged and we cannot be responsible for any necessary repairs. *Your order must indicate tear outs prior to scheduling a field measure.* There is an additional charge for tearouts.
- H. There will be a trip charge for a second trip to complete laser field measure. Rescheduling a cancelled field measure date will require 5-7 working days turnaround.

III. Installation

- ☐ You must be present during the installation process to approve faucet hole locations which are cut at the time of installation. *Once again, after the stone is cut, any changes are at your expense.*
- ☐ To avoid damage, please remove any pictures, wall hangings, throw rugs, plants or pet dishes from the work area, as well as the route we will travel to the work area from outside. Your driveway and exterior must be passable for delivery/installation. Snow and/or ice removal is required by the customer prior to our installers transporting the granite into the home. Also, driveways must be clear for truck safety.
- ☐ Clear silicone sealant will be used in all "wet" areas. Caulking between backsplashes and the wall is not included as part of this quote and is best performed by a painting contractor.
- ☐ Cooktop cutouts, electrical outlets and faucet holes will generate dust in your home. While we will do our best to minimize the dust and vacuum the work area, you may want to turn off your AC system and drape off additional rooms to prevent the dust from spreading. We will leave your kitchen broom-clean, but will not pay for additional cleaning that you may deem necessary.
- ☐ Because our installers are not certified electricians or plumbers, we do NOT connect or install appliances or plumbing equipment. We will, however, install your undermount sink into the countertop at the time of installation. NOTE- we do NOT install topmount/drop-in sinks. We only "dry fit" to make sure the cut-out is correct. The customer is responsible for installing/securing their topmount sink, usually done by the plumber when the plumbing is re-connected.
- ☐ Undermount stainless steel sinks are installed using CNC threaded nutserts and attached underneath with clips provided by the sink manufacturer. We also use a bead of silicone to waterproof the seal. Heavy cast iron or porcelain sinks typically come with a mounting kit for ease of installation, however some cast iron sinks may require additional wood bracing/support inside the cabinet. This can be done by your contractor or our installers can do this for an additional fee. Note - if your sink is a top mount, we will only dry fit it to make sure it fits the cutout, we do not install top mount sinks - your plumber will do this when the plumbing is attached. We recommend plumbing hookup after the sink has been installed by StoneMark a minimum of 12 hours. Silicone has a very strong odor which should dissipate in time.
- ☐ To set the dishwasher after install, a patented tool made specifically to set dishwashers to stone countertops is attached by our installers. If a newer model dishwasher comes with a side-mount option, that would be installed by the customer vs using our EZ Bracket system. *There will be an additional charge for a second trip to attach the dishwasher at a later date.*
- ☐ Stone backsplash is perfectly straight; unfortunately, most walls are not. Since stone does not bend, you may find gaps between the backsplash and the wall. **Gaps up to 1/8" are acceptable**, but larger gaps may require the drywall to be brought out before caulking. This work is best performed by a drywall expert or painter.
- ☐ Installation of stone countertops requires the placement of irregularly shaped pieces weighing hundreds of pounds into tight spaces. This occasionally results in scrapes, dents, or scratches of walls and cabinets. This is a normal part of any remodeling process and the customer bears responsibility for any necessary minor repairs. In most cases, cabinets can be repaired with a cabinet touch up kit.
- ☐ If we are unable to install all of your countertops because of cabinet or support issues we will leave them in your home for installation at a later date. You are responsible for designating a safe/secure location for their storage and bear responsibility for any damage.
- ☐ If you are having other workers in the home, please instruct them **NOT** to use your new countertops as a workbench. This will avoid any scratches to your new countertops.
- ☐ If you have your own plumber please make sure you **STRESS**, how important it is that they are **NOT** to cut, or remove the **SINK HARNESS**; it acts as support for your sink and is **NOT** temporary, it is a permanent fixture.
- ☐ While most kitchens can be completed in one day it is not uncommon to have to return for "punch list items" including broken or chipped pieces. This is normally completed two days later to give our shop time to re-fabricate pieces. Please schedule your time with this in mind. We do not discount for schedule changes or for time you may need to spend to complete your job.

Customer Signature: _____ Date: _____

IV. Completion Certification

I, the buyer, hereby certify that StoneMark Granite, LLC has furnished all goods and services and that all improvements and installations have been completed as contracted.

Customer Signature: _____ Date: _____

Address: _____

StoneMark Installer(s): _____