



230 Hiawatha Avenue - Louisville, KY - 40209

502-363-3871

### **What To Expect >>> Review and sign off**

VISUAL - What you can expect to see in your natural stone or quartz countertop

- 1 Stone products are natural in origin so variations in color and marking should be expected to some extent. Samples furnished, are only a general representation of the product. Slabs vary from slab to slab. The customer has the responsibility of inspecting the stone to assure it meets the color, texture and sheen that is expected.

LAY OUT - What you can expect with the option to lay the stone out

- 2 As the customer, you have the right to lay the template out on the stone that is being used with one of our staff members. It is the customer's responsibility to coordinate this with a staff member of Designs in Stone. Layouts must be completed one week prior to install date. Failure to do so will result in delay of install.

MEASURE - What you can expect the day of measure and what we need from you

- 3 The homeowner is required to be on site at time of measure. Should this not be possible, it is the homeowner's responsibility to provide someone over the age of 18 to be on site. The responsible party must be authorized to answer questions and sign off on the template being made that day.
- 4 All fixtures must be on site day of measure. Any sinks, cooktops, down drafts, faucets, hot water dispensers, soap/lotion dispensers, etc. are to be on site and readily available for our templater to gather information from.

Existing countertops (if in place) must be completely cleared off prior to the measure person's arrival. A laser templater is being used to precisely measure for your new countertops. This requires the countertops to be free and clear of any items so the laser can work properly.

- 5 Existing countertops (if in place) must be completely removed prior to the scheduled install date for the new countertops. Designs in Stone, LLC does offer removal and haul away services, at an additional cost. This service can be discussed with your sales person. PLUMBING IS NEVER INCLUDED IN ANY BIDS. Designs in stone does not offer plumbing services, to any degree. REMOVAL OF TILE BACKSPLASH IS NEVER INCLUDED IN ANY BIDS.
- 6 All cabinets must be set and level within 1/8" prior to the measure appointment. Countertops will be leveled to the adjoining top (such as "L" shape and "U" shape layouts). This may require the use of shims between the supporting structure and the countertop.

INSTALLATION - What you can expect the day of install and what we need from you

- 7 Self rimming fixtures such as cooktops and sinks may be cut out on site. While this does generate dust, we take extra steps to assure we leave as little of a mess as possible. One of the installers will follow behind the saw with a shop vac and clean up behind the cutting.
- 8 PLEASE NOTE: We will do all we can to prevent damage to walls during the installation process. However, we can not guarantee that there will be NO damage occurring to the wall/ adjacent walls. IF YOUR COUNTERTOP GOES BETWEEN TWO WALLS, PLEASE UNDERSTAND THERE WILL MOST LIKELY BE DAMAGE TO SOME AREA.
- 9 The install process requires using epoxies, sealers and silicones. These items can have offensive odors to some and can be harmful to animals. We suggest that individuals and pets that are sensitive to these strong odors not be present day of installation.
- 10 It is the homeowners responsibility to move any appliances (IE: Fridge, stove, dishwasher) that will impede our installation process. Designs in stone employees are strictly prohibited from moving such items.
- 11 Changes made after the official Designs in Stone measure will result in a \$200 change order fee.
- 12 All orders are 50/50 payment terms. Half of the sales order amount is due at time of contract signing. NO scheduling will take place until a deposit is paid. The balance of the sales order will be due upon the completion of installation. This balance is due immediately and can be paid to the certified installer on site or called into the Designs in Stone office to pay by credit card.

By signing below, I confirm that I have read AND understand the preceding agreement and would like to move forward with installation of my countertop/material.

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Customer Signature

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Date:

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Customer Name - PRINTED

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Designs in Stone Sales Associate

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Sales Order #: