

CUSTOMER PROJECT EXPECTATION SHEET

General Project Information:

Change Orders:

Your Estimate is the projected price of your countertop project. The final Estimate will be determined after the field template has been completed. Any changes to the Goods and/or Installation Services, including but not limited to changes necessitated by undisclosed, unidentified, or unforeseen conditions on the site ("Undisclosed Conditions"), are subject to a written Change Order, which shall specify the change in scope and any adjustment to the Total Contract Amount, which will be reflected in the balance due after Measure Appointment. At the Template Appointment, a countertop Installer will inspect the job site, take exact measurements, and create a Change Order to your Estimate identifying any additional work required to complete the job. The Change Order will highlight any changes in measurements, specifications, and price from the original Estimate.

Material Information:

Countertop color cards, samples and literature for all materials WILL vary from the actual countertop material. Some countertop colors may require more maintenance. Under ordinary use, darker colors will show dirt, dust, scratches, rubs, fingerprints, and watermarks more readily than lighter colors and patterns.

- QUARTZ countertops are made from natural minerals and as a result, variations in color, shade, pattern, veining, and size are unique traits and to be expected. Additionally, small blotches or random distribution of particulates and directional veining are an inherent part of the overall design and composition and not considered to be defects or product non-conformity.
- NATURAL STONE material is quarried from the earth. They are subject to veining and variances including but not limited to color, pattern, shade, particulate structure, surface irregulars, texture irregulars, fissures, pits, or other variances that naturally occur in the stone are common and to be expected.

Slab Viewing (In-Person or Virtually)

Contact your Project Manager to discuss where to view a larger sample of the NATURAL STONE you have chosen for your countertop. This in-person or virtual slab viewing is your final chance to confirm and approve your choice of Natural Stone. If you decide NOT to view a larger sample of the Natural Stone, you fully and completely understand that there could be a variance of color, texture, pattern in your installed countertop.

I (customer) want to view my Natural Stone slabs: _____ (Initials)

I (customer) do NOT wish to view my Natural Stone slabs: _____ (initials)

- COMPACT SURFACE countertops are comprised of raw materials found in glass, porcelain and quartz and fused under high pressure creating a material that is dense and compact. Ideal for indoor and outdoor applications. Veining and movement are only on the surface on most colors, with little to no veining on the edges and cutouts
- SOLID SURFACE countertops are a manmade product usually composed of a combination of alumina trihydrate (ATH), acrylic, epoxy or polyester resins and pigments and as a result, variations in color, shade, pattern, veining and size are unique traits and to be expected. Additionally, small blotches or random distribution of particulates and directional veining are an inherent part of the overall design and composition and not considered to be defects or product non-conformity.
- BUTCHER BLOCK countertops are made from either full-length continuous rails of wood that are glued together or random lengths of finger jointed interior rails (depending on what species of wood is chosen) to form a beautiful rich block style countertop that is unmatched for quality. Due to the natural materials, this unique countertop creation requires specialized craftsmanship that results in an 8-10-week lead time from final measurements.

Seams:

A seam is a border/transition line between two pieces of countertops that is filled with a color matching epoxy/glue. Seams are very common in ALL building materials (cabinets, trim, flooring, etc.) and countertops are NO exception. A majority of countertop materials WILL HAVE visible seams without directional/veining, except for Solid Surface colors. Seam locations are typically in ALL corners and/or where a countertop is larger than the slab/sheet size. If customer has special requests, please contact your Project Manager as additional fees may apply. Final seam placement in countertop & backsplash is at the discretion of Granite Works, LLC and based upon safety, slab/sheet size, final layout, job site conditions, color, pattern & stability. Most projects do require at least one seam. Seams in countertops will always be something you can see and feel in accordance with industry standards. White or light-colored countertops usually have a darker seam. Color, veining, shading & pattern variations WILL BE visible at seam locations. Veining typically does not line up at a seam due to the nature of using unique material.

Incidental Damage:

Final wall preparation (painting, wall papering, tile backsplash, etc.) should NOT be completed prior to countertop installation. Care will be exercised during the countertop removal and/or installation; however, scrapes, punctures, or dings to wall surfaces are possible, as are scratches to cabinetry, and damage to existing tile/laminate backsplashes. As your project is considered an active construction site, these items are deemed incidental damage and are the customer's responsibility to repair.

Fit & Finish:

The Installer will fill voids between the countertops and cabinetry/walls with an adhesive at time of installation. Customer may need to supply and install trim under cabinets to cover any gaps from leveling of countertops. In addition, Granite Works, LLC may be required to cut into the drywall to ensure installation of your countertops.

Backsplash:

If the project includes a full height (full wall or trapped backsplash (tile, windowsills, upper bars, cabinetry, etc.)), please note that it is usually a 2-phase process to complete the installation. A return trip fee will apply. Backsplash often requires seams. Location is determined by programming & fabrication at time of production based on material type and material usage.

Care & Maintenance:

Please reference brand/material specific documentation for more information. Installer may provide a pamphlet at install or direct you to additional resources available online.

Preparation for TEMPLATE By Customer:**Cabinetry Installation:**

All cabinetry and All cabinetry panels, not resting on the countertop, MUST be completely and permanently installed (plumb, level & square) and secured to walls and/or floor prior to the field template appointment. The cabinetry must be installed within 1/8" of level to eliminate stress on the cut-outs and seams. Any cabinets that will rest on top of the countertop (appliance garage, etc.) must be installed after the installation of the countertop.

Adequate Support:

Support brackets may be required for overhangs 6" or greater dependent upon surface type, material thickness and location. Please consult with your Project Manager to determine what support is required and your support options. All support brackets/corbels must be installed prior to the field template appointment, unless supports are available for purchase at Granite Works, LLC. New or existing cabinets must be structurally sound to withstand the weight of the countertop.

Removal of Existing Specialty Cabinets and Mirrors:

All existing specialty cabinets (appliance garages, tall cabinets, etc.) resting on the countertop surface must be completely removed prior to field template appointment date. Mirrors or mirror clips that are installed directly on top of the countertop/backsplash surface must be removed prior to installation to ensure safety for all.

Sinks, Faucets and Appliances:

Product brand & model numbers of items to be mounted in or under the countertops MUST be provided to your Installer prior to the scheduling of your date for field template appointment. Additionally, all items (sinks, faucets, soap pumps, hot/cold water dispensers, cook tops, etc.) must be at the job site prior to field template appointment date, unless purchased as part of your countertop project. It is the customers responsibility to remove, clean and prep existing sinks, faucets, and appliances for reuse.

Apron Front/Farmhouse Sinks:

Undermount Apron Sinks (also known as Farmhouse Sinks) must be installed prior to the measure/field template appointment.

I (customer) have read and understand the Preparation for Template:_____ (Initials)

SCHEDULING:

Field Template Appointment Date:

Our Scheduling Department will reach out within 3 business days after your order is confirmed to set up a date & time to complete a template of your countertop project. We communicate scheduling dates via email.

Installation Date:

All Change Order details must be approved and paid in full before fabrication of the countertops will begin. Our scheduling department will reach out to schedule your installation appointment date after the Change Order approval, material needs and orders are received and your project has been paid.

Time Window:

Granite Works, LLC will provide an approximate 4-hour window of arrival for both your field template and installation appointment dates

Appointment Reschedules:

Template appointment reschedules require one (1) business day prior notice during normal business hours. Installation appointment reschedules require three (3) business days prior notice. Delays and cancellation fees may apply if proper notice is not given.

Field Template Appointment**Space Preparation:**

Prior to the arrival for the field template appointment, ALL surface areas MUST be cleared off and sink cabinet(s) emptied to ensure accurate measurements and project scope evaluation can be done.

It is important that the scope of job site work does not change between template and install appointments to ensure successful completion of the project (color selection, cabinets, panels, flooring, drywall, appliances, faucets, backsplash, etc.).

Customer Authorization:

The customer (or designated decision-maker over the age of 18) MUST be present for the duration of the templating appointment and is responsible for approving all the details of the countertop, otherwise an appointment reschedule-fee will apply.

Installation

Space Preparation:

Prior to the arrival for the countertop installation, ALL surface areas MUST be cleared off, ALL base cabinets MUST be emptied, and ALL base cabinet drawers MUST be removed and stored in a safe place, to ensure successful project installation.

Free Standing Stoves and Refrigerators MUST be removed from the installation area prior to the arrival for the countertop installation to eliminate the risk of damage. Granite Works, LLC assumes no liability for damage (appliances, flooring, etc.) if appliances need to be moved during your installation.

Cleanup:

Installation of a countertop is a construction project and residual dust should be expected. The customer may want to drape or cover areas to help contain the dust to the construction area. The job site will be left in broom-clean condition.

Installation Sign-off:

The customer (or designated decision-maker over the age of 18) MUST be present for the duration of the installation and to inspect the countertop upon completion. A Certificate of Completion will be provided for customer's signature, confirming installation of your new countertop.

Interior Residential Workmanship Guarantee

1 Year Workmanship Guarantee:

- Seam separation and voids in seam adhesive.
- Sink separation from integrated/undermount countertop cutout.

Extended warranty plans available to purchase through Granite Gold Protection. Consult your Installer for more information.

I have read and understand the Countertop Project Expectation Sheet contained herein as attested by my signature below:

Customers Name (printed) _____

Customer Signature _____ Date: _____