

## **COUNTERTOP EXPECTATIONS & INSTALLATION PROCESS CHECKLIST**

In order to ensure a quality installation, we are asking that you review, agree, and sign this checklist and statement of our policies. PLEASE READ the following CAREFULLY and place your initials next to the items below. In this document, "Accent" means Accent Countertops its dealers, resellers, etc.

### **GENERAL INFORMATION:**

#### Granite, Quartzite and other Natural Stones:

Natural stone is known for its beautiful variations in color, depth, thickness, pattern, etc. Samples will vary from the installed countertops. Natural stone has a standard high gloss finish with natural imperfections on the surface including pits, blemishes, and fissures which do not affect the durability and will not be covered under warranty. Darker colors and colors with a matte or leathered finish will reveal water spots and fingerprints easily. More dense stones such as Quartzite tend to chip along the edges during fabrication. Chips do not compromise the structural integrity of the stone and will be repaired. It is common to fill these chips with glues and resins in order to conceal the chips as best as possible. When possible, please view your slab(s) in person to make sure you are happy with the characteristics. Quartzites are known to absorb water and it could take months for the stone to dry out. Because of the large amount of water used during the fabrication process, these stones could be installed with moisture in them and certain areas will appear darker due to the moisture. This is a normal characteristic of natural stone and will not be covered under warranty.

#### Calcite & Dolomite (Marble, Limestone, Travertine, etc.):

Calcite based stones are softer than granite and are more susceptible to scratches and are not recommended for use in kitchens. Calcite based stones are more porous than granite and are more susceptible to staining. These stones are also more susceptible to chipping. Any acidic substance that may come in contact with your calcite stone countertops will cause a chemical reaction that will etch and remove the polish of the countertop. These countertops are soft and will easily scratch. Some slabs will come to us with bruising and fissures, this is normal and will not be covered under warranty. Marble has marks of efflorescence (appears as a white powdery residue) and loses its shine with wear. Calcite based stones are not recommended for use in kitchens.

#### Soapstone:

Soapstone is a natural material and will have intrinsic variations in color, markings, and other characteristics. Soapstone is extremely soft and can easily be scratched, even by fingernail. Soapstone is very non-porous and therefore does not need to be sealed. Although soapstone is generally resistant to most acids found in kitchen settings, acidic cleaners are still not recommended. Soapstone should be treated with mineral oil to achieve a uniform, dark, rich color. Oil will need to be applied multiple times before it reaches its final color. We recommend oiling the countertops as soon as the previous coat of oil has started fading. Each application of oil will hold longer than the previous application and after about 6-8 months the stone will stay permanently dark. This is the responsibility of the customer.

### **WARRANTY:**

Some slabs come with a non-transferable warranty against staining, the terms of which vary by supplier. Warranties are not offered on Travertine, Marble, or Honed Granite. Please visit our website for detailed warranty information. Fabrication and Installation comes with a 1-year warranty which includes sink mounting and seam integrity and does not include cracks, chips, or scratches caused by customer neglect or abuse.

### **SEAMS:**

Hard surface countertops exhibit visible seams. Every effort is made to limit the number of seams. Seam location is designed to be aesthetically pleasing and economically sensitive. Expect large degrees of color variation or pattern at the seam. Final seam placement will be determined during production. Most slabs will not be perfectly flat although all possible measures are taken to ensure tight and smooth seams. Slight variations are to be expected including ledges with the tolerance of the thickness of a business card.

### **DIGITAL LAYOUT APPROVAL:**

We can email you a layout of your countertop for approval which will show seam placements. Please let your Project Coordinator know if you would like us to send you a digital layout. If you elect to receive a digital layout for approval, please note that we will not schedule your installation until we have received your approval.

### **CARE & MAINTENANCE:**

Natural Stone countertops need to be sealed approximately every 6-12 months. Warm, soapy water or mild household cleaners such as diluted 409, diluted Simple Green, or Easy-Oxy are suitable for daily cleaning. Please avoid agents such as paint thinner, nail polish remover, and oil soaps. Avoid any acidic or alkaline cleaners. Look for PH neutral cleaners.

**STRENGTH:**

Most natural stone countertops are scratch & heat resistant, not scratch & heat proof. We recommend using cutting boards, trivets, hot pads, etc. The natural stone surface or resin can be damaged by rapid or prolonged heat change. Because high degrees of heat can crack the stone, DO NOT place any heat sources directly on the surfaces. Your countertops will not be warrantied if they crack due to exposure to heat.

**SINKS:**

Under mount sink profiles will be cut per the manufacturer’s template and recommendations. Top mount sinks will be cut once the countertops are in place on the cabinets to avoid breaking the material during install. Our installers may also cut cooktops once the countertops are installed. They use industry best practices to mitigate the dust generated from cutting but you can expect residual dust to settle over the course of the next few days. We require the homeowner not be in the same room when cutting is happening in home.

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**PREPARATION**

\_\_\_\_\_ All items to be installed on or adjacent to the countertop (sinks, faucets, dishwashers, ranges, cooktops, refrigerators, etc.) must be on-site at the time of the in-home template.

\_\_\_\_\_ Your existing countertop must be clear of all items for the in-home template.

\_\_\_\_\_ PLUMBING: We do not recommend reusing old plumbing fixtures due to possible damage upon removal. This includes but is not limited to sink, faucet, valves, water lines and disposal.

\_\_\_\_\_ PLUMBING: Accent will not warranty installation if you elect to reuse old plumbing fixtures.

\_\_\_\_\_ PLUMBING: If you elect to have Accent do your plumbing disconnect/reconnect, changes to existing plumbing locations are not part of the scope.

\_\_\_\_\_ SINKS: Farm-style or Apron Front sinks must be permanently set in place in the cabinet prior to the in-home template. Verify that your sink fits in your sink base cabinet.

\_\_\_\_\_ UNDERMOUNT SINKS: Review the choices for sink reveal versus overhang and ensure that your paperwork reflects the sink reveal that you elect. The standard reveal is an overhang.

\_\_\_\_\_ CABINETS: All cabinetry and end panels must be completely and permanently installed prior to the in-home template. Cabinets must be structurally sound, plumb, level, and secured to the wall and/or floor. Level is defined as within 1/8” over a 10-foot span. Installing countertops on cabinets that are out of level may result in cracks and will void all warranties.

\_\_\_\_\_ BACKSPLASHES: Walls should be flat to minimize gaps between the backsplash and the wall. Flat is within 1/8” of a true plane over 10 feet. Gaps may be filled in with caulk. Any drywall repair will be the responsibility of the homeowner and must be done before the installation of the new countertops to avoid an additional trip charge.

\_\_\_\_\_ OVERHANGS: Supports are required for overhangs over 6” for 2cm material and 10” for 3cm material. If you elect to install your own supports, you must install them prior to the template. Supports must be level within 1/8” over 10 feet.

\_\_\_\_\_ Accent will not alter window & door casings. The countertop will be notched to fit.

\_\_\_\_\_ SEAMS: Seam placement is dependent on color, stability, site accessibility, and size of material. Final seam placement is at the discretion of Accent. Seam location may be able to be moved but additional charges may apply if unnecessary waste is created or a single piece is over 20 sq ft.

\_\_\_\_\_ Accent may take customer supplied sinks to cut out the sink opening in the shop.

\_\_\_\_\_ Accent will try to leave your existing countertop in place until installation; however, there are rare instances when removal of your existing countertop is necessary to create the template.

\_\_\_\_\_ Your countertop is manufactured based on the in-home template. Changes after the template may require another template appointment; additional charges may apply.

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**INSTALLATION**

\_\_\_\_\_ Cover living areas or doors to adjacent living areas to contain dust. Countertop installation is a construction process and some residual dust can be expected.

\_\_\_\_\_ In-home cutting of sinks and cooktops may be necessary and will create dust. We require you to leave the room during this process.

\_\_\_\_\_ Remove all base cabinet contents (pots, pans, dishes, etc.) prior to your install.

\_\_\_\_\_ Remove all cabinet drawers and locate them to an area away from the install site.

\_\_\_\_\_ Remove all breakables from the installation areas (lamps, vases, mirrors, wall hangings, etc.).

\_\_\_\_\_ Ensure that your installation does not conflict with other work being done in your home.

\_\_\_\_\_ Countertops are heavy! Create a clear path from your driveway through your home.

\_\_\_\_\_ If you remove your old countertop it must be done before the install date of your new countertop. Do not remove your old countertop until your Project Coordinator has notified you that your new countertop is ready to be installed.

\_\_\_\_\_ Plumbing, gas and/or electrical connections must be disconnected prior to the install date.  
\_\_\_\_\_ All appliances must be on-site but NOT installed.  
\_\_\_\_\_ You must provide power, and, if applicable, climate control at the installation site.  
\_\_\_\_\_ The installation process takes an average of 1-3 days. A typical countertop installation is 3-6 hours.  
\_\_\_\_\_ There may be loud noises and the use of basic power tools outside your home.  
\_\_\_\_\_ Some cutouts may be partially or completely created in your home.  
\_\_\_\_\_ Plastic or wood shims are commonly used to level the countertop. In some situations, trim molding may be required to cover exposed shims. This is your responsibility.  
\_\_\_\_\_ Your countertop is secured to the substrate using common construction adhesives like caulk or silicone. There may be odor from the caulk and solvents used during installation.  
\_\_\_\_\_ Joint width at seams typically 1/8". The joint between a full height backsplash and the underside of the upper cabinets may be 1/4".  
\_\_\_\_\_ Due to the unevenness of finished walls, gaps between the countertop surface and backsplash may not be consistent and may exceed 1/2". Additional seams in a full height backsplash may be required where the wall is not straight.  
\_\_\_\_\_ If you elect for Accent to remove and haul away your old countertops, this is a demolition process. Some damage to walls, existing tile backsplashes, flooring, and/or cabinets may occur. This is your responsibility to repair.  
\_\_\_\_\_ Upon completion, Accent will remove all installation-related debris and return the installation area to broom-clean condition.  
\_\_\_\_\_ Your installer will conduct a final inspection with you. You will be asked to sign an approval form, confirming your satisfaction with the quality, fit, and condition of the countertop. This is the best time to ask any questions and/or resolve any concerns.

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**INCIDENTAL DAMAGE**

Care will be exercised during the installation; however, scrapes, punctures, and/or dings to wall surfaces, cabinetry, and existing backsplash may occur. This is incidental to the countertop installation and will be the customer's responsibility to repair.

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed prior to installation if at all possible. Damages to such surfaces are incidental and are your responsibility to repair.

If you elect for Accent to remove and haul away your old countertops, this is a demolition process. Some damage to walls, existing tile backsplashes, flooring, and/or cabinets may occur. This is your responsibility to repair.

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**POST INSTALLATION**

You will receive an email, text, or phone call asking you to review Accent and your installers. Any rating other than an "Extremely Satisfied" is considered a failure to us. Please let your Project Coordinator, Install Manager, or Installer know at any time if we are in jeopardy of receiving a rating other than "Extremely Satisfied" and we will remedy the issue.

Do not use the sink for a minimum of 24 hours after the installation to allow the sink glue to set.

Cabinets that will rest on top of the countertop must be installed AFTER the installation.

Cabinets may need to have additional stain or paint applied after install. This is your responsibility.

Additional trim or molding may be required for a fully finished look. This is your responsibility.

Full-height backsplash is measured after the countertop installation and installed approximately one week later. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the full-height backsplash in order to secure the best fit.

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**ALL APPOINTMENTS**

A decision maker (over age 18) must be present during the entire template and installation process and must sign all required documents.

Allow a 2-hour window for arrival time.

Keep children and pets out of the work area for the template and the installation.

In-home template cancellations require two (2) business days' prior notice during normal business hours. Installation cancellations require three (3) business days' prior notice.

Trip charges may be assessed if appointments must be rescheduled due to: 1) failure to give required cancellation notice; 2) failure to meet all job site conditions required for the template/installation appointment; 3) missed appointments.

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**ALL GRANITE & NATURAL STONE (E.G., GRANITE SLABS & PRE-FABRICATED, & MARBLE)**

Natural stone is unique with variations in color and texture that are part of its natural beauty. Natural stone has pits, fissures, blemishes, veining and areas with different reflective properties known as "water spots".

Existing stone countertops cannot be matched in tone or pattern to new slabs.

\_\_\_\_\_ Slab viewing is highly recommended. Your Project Coordinator will ask you to sign-off on the slab you approved or waive your right to approve your slab.

\_\_\_\_\_ Slab viewing is not available for Special Buy colors.

\_\_\_\_\_ Certain colors of stone slabs are not as strong as others. Some slabs require a fiberglass mesh applied to the back surface of the slab for reinforcement. Some slabs require a resin applied to the surface of the countertop for reinforcement; exact color matching between the edge surface and the top surface may not be possible with a resin-treated slab.

\_\_\_\_\_ SUBSTRATE: When a countertop has a built-up edge, furring strips will be used in order to elevate your countertop surface to clear cabinet doors and drawers.

\_\_\_\_\_ OVERHANGS: Supports are required for overhangs greater than 6" for 2cm material and 10" for 3cm material. Accent can install supports for an additional charge. If Accent does not install supports, you will need to install the supports prior to the in-home template appointment. Certain fragile stones may require supports for overhangs less than the required sizes above.

\_\_\_\_\_ Natural stone countertops have visible seams.

\_\_\_\_\_ Polished finish is standard. Other finishes such as honed or leathered need to be specified.

\_\_\_\_\_ Natural Stone can chip or crack while being transported, handled, or installed. It is common to repair chips or cracks using an epoxy or polyester resin at time of installation.

\_\_\_\_\_ Countertops are custom built and are therefore non-refundable once production has begun.

\_\_\_\_\_ Never stand on your new countertop. This may cause your countertop to crack and/or fail.

\_\_\_\_\_ SINK CUTOUPS: Accent will only cut sink cutouts consistent with manufacturer-provided templates.

\_\_\_\_\_ BACKSPLASHES: A backsplash which is made of the same material as the countertop will be the same thickness of the countertop. This allows for a better color match.

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**PRE-FABRICATED GRANITE**

\_\_\_\_\_ Slab viewing is not available.

\_\_\_\_\_ When a layout extends longer than 8', color variation may occur at the seam.

\_\_\_\_\_ This product includes a limited 1-year material warranty.

\_\_\_\_\_ This product is not sealed; periodic application of sealer recommended.

\_\_\_\_\_ Layouts with an "L-shape" or "U-shape" will have a seam at every corner.

\_\_\_\_\_ The following layouts/features are not available with this product: bar tops, islands, peninsulas, bump outs, radius corners, inside angles, tops deeper than 26".

\_\_\_\_\_ BACKSPLASHES: A 6" backsplash is available with this product. A backsplash less 6" is possible; additional charges may apply. A backsplash greater than 6" is not available.

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**MARBLE**

\_\_\_\_\_ Marble easily stains and stains are not covered under warranty.

\_\_\_\_\_ Marbles can be etched by acids (lemons, vinegar, tomatoes, certain cleaning agents, etc.)

\_\_\_\_\_ The application of a sealer will reduce the possibility of etching. Re-apply sealer yearly.

\_\_\_\_\_ Marble slabs do not come with a manufacturer's warranty against staining, etching, chipping, cracking, etc.

Customer's Name

Customer's Signature

Date