

# What to expect: **your countertop project**



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### Non-refundable After Change Order

Countertop orders are considered special orders that are custom-made (uniquely altered, color matched, shaped, sized or otherwise uniquely designed or fitted to accommodate the requirements of a particular space or environment). The order is non-refundable and cannot be canceled once the final change order has been approved.

## General information

- You or your designated decision maker (over age 18) must be present during the entire process and sign all required documents, including the final approval form.
- Please allow a 3-hour window for arrival time.
- Templates and installations will be completed during business hours Monday through Friday.
- Keep children and pets out of the work area for the duration of each appointment.
- There may be loud noises and the use of basic power tools outside your home.
- There may be odor from the caulk and solvents used during installation.

### Removal and Haul Away

- If you elect for your professional to remove and haul away your old countertops, there is a demolition process. Some minor damage to walls, existing tile backsplashes, and/or cabinets may occur. This is your responsibility to repair.
- If you elect to perform your own removal and haul away on your old countertop, do not remove your old countertop until your professional has notified you that your new countertop is ready to be scheduled for installation. Your old countertop must be removed and hauled away prior to the installation appointment, and any protruding screws must be removed.

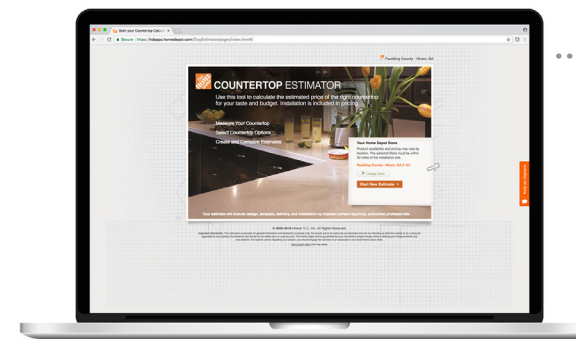
### Cancellations

- Template cancellations require a 1 business day notice during normal business hours.
- Installation cancellations require a 3 business day notice during normal business hours.
- Contact your professional directly for cancellations.
- Trip charges may be assessed if appointments must be rescheduled due to:
  - failure to give required cancellation notice;
  - failure to meet all job site conditions required for the template/installation appointment;
  - missed appointments.

## Countertop project steps

### 1 Make a Payment

The estimates for countertop projects are created based on your input of basic measurements into The Home Depot's Online Countertop Estimator or that are provided to a Home Depot Associate. Payment based on this estimate is necessary before next steps can begin. Within 2 business days after payment, a local, licensed and insured professional will contact you to schedule your in-home appointment and create a template (footprint) of your new countertop to ensure it will fit properly.



### 2 Template Appointment

The in-home template supersedes all previous drawings. Your countertop is manufactured based on the in-home template. Any changes after the in-home template may require another in-home template appointment; additional charges may apply.



### 3 Change Order

After the in-home template is complete and approved, a Home Depot representative will contact you within 2 business days to review any changes from the original estimate and to explain your options for paying the balance due or receiving the refund owed.



### 4 Installation

During fabrication, your new countertops will be custom-built based on the exact specifications created during the in-home template appointment. Once your countertop has been fabricated, the local, licensed and insured professional will contact you to schedule your installation.



## Preparing for your **in-home template appointment**

In preparation for your template appointment, please make sure all items to be installed/mounted on or adjacent to the countertop are on-site at the time of the appointment. This includes sinks, faucets, dispensers, appliances, etc. Your countertop should be clear of all items for an accurate measurement. Additionally, please be sure to consider and address the following:

### **Overhangs**

Supports are required for overhangs over certain sizes (depends on type of surface; see individual surface sections under All Products). If you elect to install your own overhang supports, you must install brackets or corbels prior to the in-home template appointment.

### **Sinks**

Farm-style or apron front sinks must be installed in the cabinet prior to the template appointment. For undermount sinks, review the choices and ensure your paperwork reflects the sink reveal you select.

### **Plumbing**

The Home Depot advises against reusing old plumbing fixtures with your new countertop because of the possibility of damage upon removal. This includes but is not limited to the sink, faucet and disposer. No warranty is provided when you reuse the old fixtures. Changes to existing plumbing locations are not part of the standard reconnect.

### **Window and door casings**

Window and door casings will not be altered to accommodate the new countertop. The countertop will be notched to accommodate the casing. If you do not want the countertop notched around the casing, the casing must be altered prior to the in-home template appointment.

### **Cabinets**

All cabinetry and end panels must be completely and permanently installed, structurally sound, plumb, level and secured to the wall and/or floor. Level is defined as to within 1/8 inch in a 10-foot span.

### **Backsplashes**

Wall surfaces that are receiving backsplashes must also be plumb and within 1/8 inch of a true plane when measured across a distance of 10 feet.



## During your **in-home template appointment**

Your template appointment may require up to 2 hours, and the final price of your countertop project will be determined after the template has been completed. Here is what you can expect from your in-home appointment:

- **Reviewing project details**  
This is the time to review your project details and determine any special installation requirements. The professional will explain any variances in measurements from your initial estimate and ask you to sign documents approving all details of the countertop order, including seams and cutouts.
- **Seams**  
Seam placement should be discussed during the in-home template appointment, as the placement is largely dependent on color, stability and size of material. Final seam placement is at the discretion of the professional, and seam location may be able to be moved or eliminated in particular circumstances. Additional fees may apply if unnecessary waste is created or an additional person is needed to move the countertop into position. Additional seams may be required based on the ability to maneuver a piece into position at the installation site.
- **Ensuring accurate cutouts**  
Your professional may take possession of undermount sinks to accurately cut out the sink opening and polish the sink edges.
- **Possible removal of existing countertops**  
Your professional will make every effort to leave your existing countertop in place until installation; however, there are rare instances where removal of your existing countertop is necessary to create an accurate template. If this occurs, you will need to remove your countertop, backsplash and other wall treatments if you do not want to pay for your professional to perform this removal. This means you may be without the use of your sink, cooktop and countertop until installation.

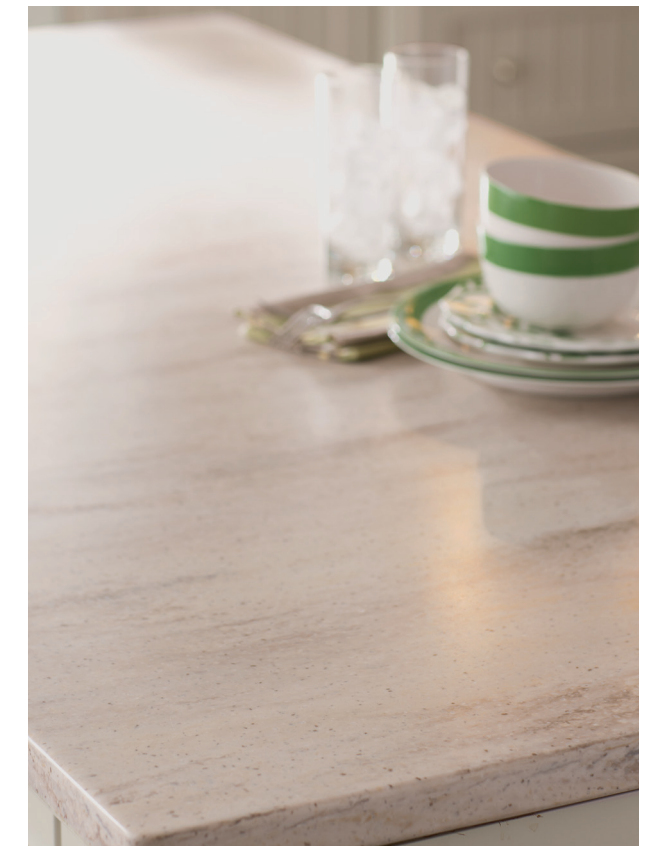


## Preparing for your **countertop installation**

Once your countertop has been fabricated, the professional will contact you to schedule your installation. Typical installation time is 10 business days after change order approval.

### **What to-do before your appointment:**

- ✓ **Prepare the location**  
All appliances must be on-site but NOT installed. You must also provide power and applicable climate control at the installation site and ensure that your in-home installation appointment does not conflict with other work being done in your home.
- ✓ **Cover other areas**  
Cover living areas and adjacent doors.
- ✓ **Clear the installation area**  
Remove all base cabinet contents, drawers and breakables from the installation areas (including but not limited to lamps, vases, mirrors and wall hangings).
- ✓ **Create a path**  
Create a clear path from your driveway through your home for easy access to the installation area.
- ✓ **Plumbing, gas and electric disconnection**  
If you elect to coordinate your own plumbing and electrical disconnect/reconnect, plumbing, gas and/or electrical connections must be disconnected prior to the in-home installation appointment.



## Before your installation: **change order**

After the in-home template is complete and approved, a Home Depot representative will contact you within 2 business days to review any changes from the original estimate and to explain your options for paying the balance due or receiving the refund owed. Final price may vary from initial estimate for a number of reasons, including, but not limited to:

- job-site conditions;
- change in selections like surface, color or edge;
- actual measurements differing from measurements input into the Online Countertop Estimator or given to the Home Depot Associate

Any changes after the in-home template may require another in-home template appointment; additional charges may apply. Once the change order is complete, your countertop order will be released to start fabrication. Further changes to your countertop order cannot be accepted.

### ⊘ **Things not to do before installation:**

Final wall preparation should NOT be completed prior to installation as scratches to the wall may occur during installation. This includes painting, installing wallpaper, final sheetrock sanding, etc. Care will be exercised during the installation but scrapes, punctures, and/or dings to wall surfaces may occur. Scratches and/or scrapes to cabinetry may also occur. Any existing backsplash may also be damaged; this is your responsibility to repair.

# During Your Countertop Installation

The installation process takes an average of 1 to 3 days to complete, including any plumbing disconnect/reconnect. The typical countertop installation requires 3 to 6 hours. Here is what you can expect during the installation of your countertops:



## Pre-installation Walk

The install team will conduct a pre-installation walk through. There may be loud noises and the use of basic power tools outside your home (most likely in your driveway).

## Demolition Process

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

## Cutouts

Some cutouts may be partially or completely created in your home after installing your countertop. This is done to ensure safe handling and/or the best placement of the cutout.

Material from sink and cooktop cutouts are not part of the finished product due to possible breakage and will not be made available.

## Shims

Shims are commonly used to level the countertop. Shims may be wood or plastic. In some situations, trim molding may be required to cover exposed shims. This is your responsibility.

## Countertop is Secured

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 to clean your new countertop.

## Countertop is Positioned

Your countertop is positioned into place either manually or using commercially available counter-alignment tools. Seams are typically filled to the level of the top of the surface and are typically filled with polyester resin, epoxy resin, elastomeric sealant or grout.

Joint width at seams and visible material transitions is typically 1/8 inch. Material transitions include the joint between countertop and other materials like cabinets and wallboard. The joint between a full-height backsplash and the underside of the upper cabinets may be 1/4 inch.

Due to the unevenness of finished walls, gaps between the countertop surface and backsplash may not be consistent and will not exceed 1/2 inch. Additional seams in a full-height backsplash may be required where the wall is not straight.

## Backsplash

If your installation includes a full-height backsplash, measurements for the backsplash will be taken at countertop installation. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the full-height backsplash to secure the best fit.

## Tidying Up

Upon completion, your professional will remove all installation-related debris and return the installation area to broom-clean condition.

## Final Inspection

Your professional 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 problems prior to the install team leaving.



# Countertop Surface Materials Guide

## All Products

- Sink Cutouts: Your fabricator will only provide sink cutouts consistent with manufacturer-provided templates/guidelines.
- Edges: Edge profiles with narrow projections or sharp corners are more susceptible to chipping than those with a larger, curved silhouette.
- Substrate: When 2 cm stone is selected, a substrate of 5/8-inch-thick plywood furring strips will be used in most cases to elevate your countertop surface to clear cabinet doors and drawers. Where the countertop surface extends more than 3 inches beyond the cabinet face frame, a solid plywood substrate will be used. If 3 cm stone is selected, no substrate is needed.
- Backsplashes: A backsplash that is made of the same material as the countertop will always be the same thickness of the countertop. This allows for a better color match. Backsplashes are not assumed to be part of your countertop project; specify if you want one.
- Overhangs: Supports are required for certain sizes of overhangs; the size of the overhang varies by surface. Your professional may install brackets or corbels for an additional charge. Otherwise, you must install brackets or corbels prior to the in-home template appointment. Certain fragile stones may require supports for overhangs less than 6 inches.
- Never stand on your countertop. This may cause your countertop to crack or fail.

## Support Requirements by Surface

Surface	Overhang
Natural Stone/Granite	6"
Laminate	8"
Quartz	10"
Solid Surface	6"
Dekton	12"



## Granite & Natural Stone

- Granite and Natural Stone are materials made by mother nature that have visible seams and variations in color and texture that makes each slab unique. Granite and Natural Stone have inherent natural features like pits, fissures and veining. They also have areas with different reflective properties known as “water spots.” These features may become more or less noticeable when the position (vertical or horizontal) of the slab is changed or when the lighting is changed. Granite and 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 the time of installation. A polished finish is standard.
- Granite and Natural Stone must be cleaned using a pH neutral cleaner. Any ammonia-based cleaning product may damage a natural stone countertop. Use cleaners that are specifically intended for use on granite and natural stone.

## Stonemark Granite & Quartzite

- Existing stone countertops cannot be matched in tone or pattern to your new countertop since stone is a natural material. Certain colors of stone slabs are not as strong as others. Some slabs require a fiberglass mesh applied to the back surface or a resin applied to the top surface for reinforcement. Exact color matching between the edge surface and the top surface may not be possible with a resin-treated slab. Other sections may also require reinforcement. Another common method for reinforcing these sections is called “rodding,” where a channel or groove is cut in the underside of the stone and fitted with a metal or fiberglass rod and then the channel is filled with epoxy or polyester resin.
- Slab viewing is highly recommended. Your professional will ask you to sign-off on the slab you approved or waive your right to approve the slab. Slab viewing is not available for Special Buy colors. Children should not accompany adults to view a slab due to safety considerations; the slabs are in a working warehouse.



## Semi-Custom Granite

- This product is best suited for layouts that are straight and can work in an “L-shape” or “U-shape” layout; however, the edge will be “jack-mitered” at every corner. Inside corners will be square not round. Slab viewing is not offered.
- When a layout extends longer than 8 feet, color variation may occur at the seam. Layouts with the following features are not available with this product: bar tops, islands, peninsulas, bump outs, radius corners, inside angles, tops deeper than 26 inches. This product is not sealed and periodic application of sealer is recommended. This material is covered by a limited 1-year material warranty.
- A 6-inch backsplash is offered with this countertop. A backsplash less than 6 inches is possible; additional charges may apply. A backsplash greater than 6 inches is not available.



## Marble

- While beautiful, marble easily stains and is not covered by the 15-year Stonemark warranty. Marble can be easily etched by acids, including lemon juice, vinegar, tomatoes, etc. Etching means that the polish and/or shine may be removed from any exposed area. Some cleaning agents can also etch marble. The application of a sealer will reduce but not eliminate the vulnerability of marble to acids. Reapply sealer yearly. The Home Depot does not recommend marble for use in the kitchen.
- Marble 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 the time of installation.



### Quartz (Silestone, Viatera)

- Quartz countertops are fabricated from quartz slabs and can have pits due to raw materials of varying hardness. Quartz slabs are manufactured using a combination of crushed quartz, dyes, resins and silica sand fillers. On average, quartz slabs consist of 93 percent quartz, 6 percent resin, and 1 percent dyes and fillers. Existing quartz countertops cannot be matched to your new countertop.
- Quartz countertops have visible seams. They are non-porous, stain-resistant and have concentrations of colors or “pooling” that is a natural occurrence and lend to its beauty. Quartz countertops do not require sealing and can chip while being transported, handled or installed. It is common to repair chips using an epoxy or polyester resin at the time of installation. A polished finish is standard.



### Solid Surface (Corian, HI-MACs)

- Solid Surface countertops have inconspicuous seams. Dark colors may show scratches and/or wear and tear more than lighter colors and matte finishes. A matte finish is standard.



### Laminate (Formica, Wilsonart)

- Laminate countertops have visible seams. Gloss finishes may show scratches and/or wear and tear more than matte finishes.
- The online countertop estimator only prices installed post-form laminate countertops. Some countertop layouts do not work with post-form laminate; they have to be custom-built. Post-form laminate is pre-fabricated in slabs. Typical layouts that do not work well with post-form include islands, peninsulas and anything greater than 26 inches in depth. If your laminate countertop needs to be custom-built rather than post-form, your professional will discuss this at the time of template and additional charges may apply.
- Laminate countertops that are only delivered, not installed, are available through in-store Home Depot kitchen designers; the Online Countertop Estimator does not price laminate countertops that are only delivered. A laminate countertop that is only delivered is not templated but fabricated from your drawings and dimensions. The accuracy of your drawings and dimensions is critical. All measurements are final and need to be double-checked by you.



### Dekton




- Dekton countertops are impact resistant, but can be damaged by strong impact to the surface or edge. Due to the material’s high density, it will behave differently than other surfaces. While other surfaces may crack from strong impact, Dekton may have the propensity to shatter. Dekton countertops can chip while being transported, handled or installed. It is common to repair chips.
- Dekton countertops have visible seams. The base color is through-body; however, the pattern is not. A mitre-edge must be used to continue the pattern from the surface onto the edge. Eased/ Sharknose edges will only show the base color of the slab with a matte or polished finish. Slab viewing is highly recommended for colors with veining and movement. Mitre edges cannot be used in conjunction with radius corners or ends. Cutouts cannot be done onsite. Sinks, faucets and cooktops must be on site at the time of template. Dekton must be installed on a flat, level surface. Cabinets must be level prior to installation.
- Outdoor installation: Dekton is UV resistant and the preferred surface for outdoor application. When installing in an outdoor kitchen, extra precaution must be taken to ensure the surface is flat, level, and stable. If installing on outdoor cabinetry, the cabinets must be level, sturdy and completely stationary. If installing on another surface (Frames, pavers, etc.), the countertops must be fully supported under the material and adhered to concrete/cement board such as Hardy Backer. Never use plywood or marine plywood for support outdoors. 90 degree inside radius on “L” shaped tops should be avoided. All cutouts should be radiused in the corners. BBQ Grills and appliances should not be set directly on the countertop. There should be at least a 1/16” gap between the grill and the countertop
- Care & Maintenance: Dekton requires very little maintenance. Simply wipe the surface with soap and water or any common household cleaner.





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