

Things you should know

Being an informed customer is an important part of the countertop process. Take a look here at a few things you should know before you start your project.

FINAL PRICING

Your initial purchase order is an estimate of the projected price of your project. The final price will be determined after field template is complete.

TEAR OUT

Tear out includes removal of your existing countertops and hauling the debris from the site for disposal. Typically, tear out and installation can be done on the same day. Large or complicated jobs may require more than one day and will be evaluated by the templater.

SCHEDULING OF INSTALLATION

We will call/text the day before the installation to confirm the time of arrival. Countertops, sinks, appliances, etc. should be removed prior to installation.

AT TIME OF INSTALLATION

Our installers are moving heavy countertops and working with potentially dangerous tools. You should avoid the work area and provide unobstructed access. Cabinet bases must be completely cleaned out with access for installers to ensure tops are properly fitted to cabinets. Disconnecting of the sinks and/or cooktops should be done before the installers arrive. After installation, we will clean the immediate surface areas and leave the job site in "broom swept" condition. Residual dust should be expected.

INCIDENTAL DAMAGE

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed prior to installation. Care will be exercised during the countertop installation; however, scrapes, punctures or digs to wall surfaces are possible. These items are considered incidental damage and are your responsibility to repair.

PLUMBING

Tear-out does not include any disconnect/reconnect of plumbing. This is your responsibility unless you have arranged for and paid for plumbing services.

Re-plumbing does not include moving supply lines or drains, or any work outside the immediate area. Any reused faucets or disposals will be plumbed if possible. ACCENT is free from liability with failures of reused parts (such as disposals).

RANGES, COOKTOPS AND APPLIANCES

Your appliance installer must install new cooktops and downdrafts. ACCENT is free from liability of floor damage if we are required to move your refrigerator or stove to access the countertops.

COLOR VARIATIONS, MOVEMENT & PATTERN

Variations in the material, natural stone color, tone and pattern are inherent and unique characteristics to be expected with any product. Natural stone has imperfections such as pits, blemishes, and fissures. This does not affect the product performance in any manner. These variations do not qualify for product replacement.

SEAMS

Natural Stone, Quartz, Dekton and Solid Surface are not seamless products — seams may be visible.

Where seams meet, the product pattern and tone may vary. These variations do not qualify for product replacement.

SIGN OFF

After the countertop has been installed, a decision-maker over the age of 18 must be present to inspect the countertop. An installation customer approval form will be provided, which you will be asked to sign. This does not free us from any future liabilities, but acts as proof of delivery.

THIS SERVES AS A REFERENCE TO THE EXPECTATIONS SIGNED AT TIME OF TEMPLATE. PLEASE CONTACT YOUR PROJECT COORDINATOR IF YOU HAVE FURTHER QUESTIONS.