

# What to Expect

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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:

### Quartz:

Quartz countertops are composed of approximately 93% natural quartz and 7% resin. Variation in the natural stone (quartz) color, pattern, size, shape, and shade are inherent and unique characteristics to be expected. Samples do not exhibit all the characteristics of a design and are not fully representative of what will be installed. When purchasing quartz with higher degrees of variation, we request that you view larger samples or visit the manufacturer’s website for more detailed views. Quartz is a medium gloss surface with natural imperfections including pits, blemishes, texture variations, and resin pooling. Darker colors and colors with a matte or leathered finish will reveal water spots and fingerprints easily.

### Ultra-Compact Surface (Panoramic Porcelain, Dekton, Neolith, etc.):

Ultra-compact surfaces are non-porous and stain resistant. Ultra-compact surfaces also do not contain resins and are less susceptible to cracking when exposed to heat. Ultra-compact countertops are UV stable and can be used outdoors. Ultra-compact surfaces often don’t have “through body pattern” which means the pattern on the surface of the material does not go all the way through the slab which you will be able to notice around the sink cutout and on the edges if a mitered edge is not selected. Seams are required on all inside corners. Radius corners are not recommended when doing a mitered edge.

## WARRANTY:

Most material comes with a minimum 15-year non-transferable warranty against staining, the terms of which may vary by supplier. 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:

Quartz countertops do not need to be sealed, polished, or reconditioned. It is nonporous and will resist stains from coffee, tea, and wine as well as other common foods. Warm, soapy water or mild household cleaners are suitable for daily cleaning. We recommend using Easy-Oxy for a regular cleaner. Please avoid agents such as paint thinner, nail polish remover, and oil soaps.

## STRENGTH:

Quartz is 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. Failure to remove appliances from the work area could result in incidental damages which are your responsibility to repair.

\_\_\_\_\_ 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.

**Initials**      **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.

**Initials**      **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.

**Initials**      **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.

**Initials**      **QUARTZ (E.G., SILESTONE, VIATERA, CAMBRIA, ETC.)**  
\_\_\_\_\_ Quartz slabs are manufactured using a combination of crushed quartz (93%) and dyes, resins, and silica fillers (7%). Quartz can have pits due to raw materials of varying hardness and concentrations of colors or 'pooling' that is a natural occurrence and lend to its beauty.  
\_\_\_\_\_ Existing quartz countertops cannot be matched in tone or pattern to your new countertop since quartz slabs are produced in dye lots and tone may change from production run to production run.  
\_\_\_\_\_ Quartz countertops are non-porous, stain resistant, and do not require sealing.  
\_\_\_\_\_ Quartz countertops can crack due to heat. Never place anything that comes directly out of the oven or off a cooktop onto the countertop. Always use a hot pad or trivet under all crockpots, waffle irons, frying pans, hot pans, etc.  
\_\_\_\_\_ Quartz countertops have visible seams.  
\_\_\_\_\_ Polished finish is standard, other finishes such as honed or leathered need to be specified.  
\_\_\_\_\_ Quartz can chip while being transported, handled, or installed. It is common to repair chips using an epoxy or polyester resin at time of installation.  
\_\_\_\_\_ 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 12". Accent can install brackets or corbels for an additional charge. If Accent does not install brackets or corbels, you must install brackets or corbels prior to the in-home template appointment.

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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.

\_\_\_\_\_

Customer's Name

Customer's Signature

Date