

What to Expect

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 Countertops" means Accent Countertops, its dealers, resellers, homebuilders, 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, are not considered a defect, 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. 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.

If you'd like to make changes to your layout, we will do our best to accommodate but may not be able to due to color, stability, site accessibility, installer safety, fabrication process, etc. If your job requires a seam, they are placed with longevity of install in mind. Veins/patterns are not guaranteed to line up. Material with large movement/patterns will be more noticeable. Final layout will be at our discretion.

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 warranted if they crack due to exposure to heat.

SINKS:

Under mount sink profiles will be cut per the manufacturer’s template and recommendations.

BACKSPLASH:

Variations are to be expected along the back of the splash if walls are bowed. Trapped or full height splashes may require retemplating after the countertops are installed. Outlet receptacles & plates will need to be removed and reinstalled after the backsplash is installed. If electrical wires do not allow enough excess, it will be the homeowner’s responsibility to replace wiring, reinstall receptacles, and attach covers.

Initials

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 Countertops will not warranty installation if you elect to reuse old plumbing fixtures.
- _____ PLUMBING: If you elect to have Accent Countertops 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 that would interfere with installation 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 Countertops 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 Countertops. 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 Countertops may take customer supplied sinks to cut out the sink opening in the shop.
- _____ Accent Countertops 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 Countertops 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 Countertops 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 Countertops to remove and haul away your old countertops, this is a demolition process. Some damage to sheetrock, walls, existing tile backsplashes, flooring, and/or cabinets will occur. This is your responsibility to repair.

Initials **POST INSTALLATION**

_____ You will receive an email, text, or phone call asking you to review Accent Countertops and your installers. Any rating other than an "**Very 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 "**Very 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.

