



# 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.

## CABINETS MUST BE FLAT AND SECURE

The countertop must lie flat to eliminate stress on the corners, cutouts and seams. Therefore, it is the responsibility of the contractor/homeowner to ensure that the cabinets are flat. All cabinets must be permanently secured to walls and/or floor. The templator will determine if you must remove appliance garages, tambour doors or cabinets that install directly to the countertop surface. We do not remove these items that are integral to your casework.

## SINKS, FAUCETS, AND APPLIANCES

Items to be mounted in or coordinated with the countertops must be on the job site prior to the date of field template. These include items such as sinks, faucets, soap pumps, water dispensers, cooktops, dishwashers and refrigerators. If these items are not present for the field template, we will not be able to template your job. Changes in specifications will not be accepted after field template is complete.

## AT TIME OF MEASURE/TEMPLATE

We will confirm all details of your new countertop purchase. A decision-maker over the age of 18 must be present while measuring and be responsible for approving all the details of the countertop. All items should be removed from the countertops and adjacent walls. In some cases, existing countertops will need to be removed prior to templating. This is to ensure an accurate fit of the new countertop.

## TRIP CHARGES

A trip charge will be assessed when a job site is not ready after confirmation of measure or install schedule.

## FINAL PRICING

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

## 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 at the template visit. Service does not include removal of backsplash.

## SCHEDULING OF INSTALLATION

We will call the day before the installation to confirm the time and date 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 when possible. Cabinet bases must be completely cleaned out with access for installers to ensure tops are properly fitted to cabinets and a proper clean up after the job is complete. 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. Installation of countertops is a construction process and residual dust should be expected.

## WHAT TO EXPECT?



### INCIDENTAL DAMAGE

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed prior to installation if at all possible. 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. In most cases, cabinets can be easily repaired with a cabinet touch-up kit.

### PLUMBING

Please have water turned off at all shut off valves. Re-plumbing includes new stainless steel baskets, p-traps and supply lines as needed. It 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. RODECO GROUP 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. RODECO GROUP 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

Quartz is comprised of natural material found in Mother Nature. Variations in the material, natural stone color, tone and pattern are inherent and unique characteristics to be expected with these products. This does not affect the product performance in any manner. These variations do not qualify for product replacement.

### SEAMS

Quartz, Ceramic and Natural stone 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. If applicable to your job, 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.

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### I HAVE READ THIS DOCUMENT AND KNOW WHAT TO EXPECT.

Customer Name: \_\_\_\_\_

Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_