

# Preparations & Expectations



**Timeline:** Completion or installation will be completed 10 business days from template. Back orders & supply discrepancies do occur. You will be notified if schedule needs to be changed.

**Viewing & Approving Slabs:** Natural stone is nature's artwork, and every slab is different from one to another. The difference are sometimes very subtle and other times extremely noticeable. Stone often has fissures, pits, and variations in color. Quartz slab and samples are subject to slight variances in hue, shade, and particle structure. Customer may view quartz and granite slabs per request.

**Removal and Disposal:** Removal and disposal are available. All interior items on/under/around need to be removed prior to removal and disposal of countertops. WE ARE NOT RESPONSIBLE FOR THE SALVATION/CONDITION OF EXISTING SINKS AND FAUCETS. If any of the above is wanted to be saved, it needs to be requested before removal.

**Slab Dimensions:** Additional charges may be added for oversize pieces and going up stairs.

**Electrical:** We do NOT offer any electrical connection/disconnection. It is required of the customer to hire an electrician to handle any/all reconfigurations. This may include moving electrical outlets, wiring in outlets on bar high tops, wiring in cooktops, and lighting.

**Plumbing:** We do offer plumbing disconnects and reconnects. Please check with your sales rep about pricing.

**Incidental Damages:** Final wall preparation (wallpaper, painting, tile backsplash, etc.) should not be completed until after countertop installation. During the installation of stone countertops, it is extremely possible for scrapes, digs, and punctures to occur. These are considered normal during installation and NOT considered negligence. During demo of backsplash, drywall may need to be patched before new splash is installed. In the event of the above forementioned damages, it is the homeowner's responsibility to repair. Mirrors in bathrooms may need to be removed prior to installation. Installers are not liable for broken mirrors if not removed.

**Bar high tops and overhangs:** There may be a gap between counters and knee wall when brackets are used. This can be covered by a piece of trim. We do not do any work with trim or molding. Overhangs may require support. Please check with your sales rep to make sure the overhang you want can be safely supported.

**Seaming:** Removal The placement of seams is at the discretion of Contractor Source, no exceptions. Seams will vary in width from 1/16" to 1/8" and are visible. We use color match epoxy and our advanced seaming technology to form the seam and blend with countertop. We will do everything we can to make the seam as tight and discreet as possible.

**Trip Charges:** Removal Additional trips will result in a \$200 trip charge if all cabinets are not installed, plumbing/electrical is not disconnected, or sinks/appliances are not on-site during template and install.

**Clean up:** Removal During the installation of stone, it is to be expected to be a large construction process. Customers should expect dirt, dust, and minor debris during and after the process. Our installers will



wipe and sweep up the work area once the job is completed. Please be advised this is a basic cleaning and most customers follow through with a more thorough cleaning during their own time.

## Countertop Installation Checklist

These tips will make your countertop installation as smooth and easy as possible. They run in chronological sequence from in-home measurement to final inspection. Please note that countertops are usually installed at the end of any remodeling, so if you're purchasing new flooring, appliances or cabinets, those things should be installed first. After you've selected your new countertop, our sales representative will schedule a time for a templator to come to your home. At this visit, the templator will confirm all details of your new countertop purchase, verify countertop measurements, and create a template, or "footprint," of your new countertop to ensure a proper fit. If any adjustments to the original project estimate are required, the sales representative will revise the estimate and submit a final estimate to you for approval.

### Before Measurement & Template

- Make sure cabinets are plumb, level, square and secured to the walls and/or floor. If new cabinets are part of your remodel, they must be installed before countertops can be measured and installed.
- Cabinets that will rest on top of the countertop (appliance garage, etc.) must be installed after the new countertop is installed.
- Disconnect and remove all existing countertops, backsplashes, sinks and cooktops from cabinetry. (Contractor Source can remove countertops. Ask for pricing of haul away services.)
- Disconnect plumbing.
- Make sure sinks, faucets, cooktops, and any other items to be mounted in the countertop are on the job site. All cutout information (that is, information on holes or cuts required in the countertop for things such as sinks, faucets, soap pumps, hot/cold water dispensers, cooktops) must be supplied for measurement and templating. Apron and farmhouse sinks must be installed prior to the date of field template.
- Make sure all appliances (including dishwashers, stoves, and refrigerators) are in place.
- Final wall preparation (i.e., painting, wallpapering, etc.) should not be completed prior to installation if possible. Care will be exercised during the countertop installation; however, scrapes, punctures, or digs to wall surfaces are possible in the work area, as are scratches and scrapes to cabinetry. These items are considered incidental damage and are the customer's responsibility to repair. In most cases, cabinets can be easily repaired with a cabinet touch-up kit.

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- Make certain to have an adult over age 18 on hand who can make decisions and approve all countertop details.

\*If you do not purchase a sink through Contractor Source. It is your responsibility to ensure that your sink fits the base cabinet. \*

## Before Installation

The day of installation, your installers will call you to confirm they are on the way. Be sure to disconnect and remove your old countertop, sinks, cooktop, appliances, etc. prior to installation. We suggest you schedule a plumber and electrician for the day following installation so they can reconnect plumbing and wiring as required. Contractor Source can provide removal and plumbing services for you for at an additional charge. Installing new countertops is a construction process, and some noise and dust should be expected. If you'll be living in your home while your new countertops are being installed, plan accordingly to minimize disruption.

For areas directly affected by the installation:

- Cover the installation area's entryways and vents to contain dust and debris.
- Create a clear path through your home for easy access to the installation area and for removal of debris.
- Cover furniture and floors along this path and in areas adjacent to the installation.
- Remove all items from cabinets.
- Move all breakables, such as lamps, vases, mirrors, wall hangings, antiques, or other valuables, from areas affected by installation work.

## During Installation

On installation day, our licensed, insured installers arrive during 8:00am-4:00pm. Customers can request a morning or afternoon install and we will try to honor request. They will have everything they need to install your new countertop. Just meet these simple requirements:

- Make certain to have an adult over age 18 with authority to make installation decisions on hand during installation.
- For safety, keep children, pets, and people away from the construction area.

Our installers will:

- Install the countertop, sink to countertop, and drill holes for faucets.



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- Make sure you let the installer know where you would like holes drilled and if there are any additional accessory holes (ex. soap dispenser).
- Clean the immediate area and leave the job site in “broom-clean” condition.
- Ask you to sign a statement confirming your satisfaction with the quality, fit and damage-free condition of your new countertop.

## After Installation

- If you have not already, arrange for a plumber and/or electrician to reconnect plumbing or wiring as required.
- We recommend that you use cutting boards and/or trivets to protect your new kitchen countertop from cuts, heat sources, etc. Placing hot pots, pans, or plates directly on the countertop is not recommended.
- We recommend planning on being without the use of appliances and sink for 24 hours while the tops set and the backsplash adjust to the tops.

If you have any questions about the installation process, we're ready to help. Reach out with any questions and concerns.