

# THINGS YOU SHOULD KNOW

WHAT TO EXPECT WITH THE INSTALLATION OF YOUR COUNTERTOPS



## ATTENTION ::

Being an informed customer is an important part of the countertop process. In order to ensure a positive experience, we are asking that you review and sign this statement of our policies as part of your order.

## 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 template specialist will determine if you must remove appliance garages or 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, hot/cold 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. Ask for details.

## 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 countertop project. The final price will be determined after the field template has been completed.

## TEAR OUT ::

If you have contracted us to do tear out: Tear out includes removal of your existing countertops and hauling the debris from the jobsite for disposal. Please discuss this option with your salesperson as certain conditions apply. Removal of backsplash may result in wall damage. Plan your new splash to cover. 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.

## 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. Cabinets bases must be completely cleaned out with unobstructed access for installers to ensure tops are properly fitted to cabinets and a proper clean up after the job is complete. Old countertop removal and disconnecting of the sinks and/or cooktops should be done before the installers arrive, unless you have contracted with us to remove them. 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. Advanced tools are used for dust collection; however, none of these are 100% dust free. You may want to drape or cover areas to contain the dust to the construction area.

## 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, as are scratches and scrapes to cabinetry. 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 ::

If you have contracted us to do 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. FLOFORM Countertops 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. If contracted to, we will remove and reinstall your existing cooktop and countertop mounted downdraft unit only if they are located in their original positions. FLOFORM Countertops is free from liability of floor damage if we are required to move your refrigerator or stove to access the countertops.

## 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

I have read this document and know what to expect.

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

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

Date \_\_\_\_\_