



Stone Innovations
INCORPORATED

Customer Checklist

Please review with customer at the time of completing the countertop order and fax to Stone Innovations, Inc. (715) 345-1602.

This checklist is to help define the customer's expectations for their templating, fabrication, and subsequent installation of their countertops. The customer needs to fully understand each point presented before initialling.

Templating and Setup

- _____ I understand the cabinets must be level to within 1/8" over an eight-foot run. That all cabinets must be completely installed, screwed to the floor and the walls. That wall cabinets may be installed after installation of the countertops. Appliance garages must be installed after the installation of the countertops, and that Stone Innovations, Inc. will not shim countertops up to the underside of appliance garages. That some trim may be required on remodels where only the countertops are being replaced. I know this trim is to be applied by a carpenter, not Stone Innovations, Inc.. If I am not ready for their scheduled and agreed upon template day and time, then I will be charged a trip charge and will be given the next open templating time and day.
- _____ I understand Granite and Engineered stone in 1 1/4" thickness can have extended overhangs up to 12" provided that the remaining 2/3rds of the countertop is fully supported. Any additional supports such as legs, bracing, brackets, or corbels are my responsibility. Stone Innovations, Inc. Will not provide or attach such supports. These supports must be provided at the time of installation that Stone Innovations, Inc. at its own judgement may use temporary supports and these temporary supports are not to be removed until proper supports are provided.
- _____ I understand all counter tops must be removed along with the corresponding sinks, faucets, stoves, and cook tops prior to template to allow for an accurate measurement, but removal of countertops may not be necessary in all cases (check with your sales associate or check with Stone Innovations, Inc. at the time of scheduling the template).
- _____ I understand all fixtures, appliances, and other structures that will be attached to, mounted on, and interact with the countertops must be on site at the time of template and that these include the sink, faucet, soap dispenser, hot water tap, stove, cook top, downdraft vent, refrigerator, and dishwasher.
- _____ I understand someone who is an adult over the age of 18 and who can make all decisions regarding the countertops must be on site for the duration of the templating and the installation. That all correspondence prior to the template will be used only as guidelines and are not considered exact until site has been templated by an agent of Stone Innovations, Inc. . That decisions made at the template will be binding and if a person is not on site who can make all decisions then I will be charged a trip charge and the next available day and time will be given.

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- _____ I understand during templating and installation of the countertops, incidental damage may occur to the surroundings such walls, floors, cabinets, and appliances. That Stone Innovations, Inc. takes every precaution to prevent any damage but small bumps and nicks may occur and that this is considered incidental damage is my responsibility to repair.
- _____ I understand once the templating has been completed, the final pricing for the job will be figured and sent to the store and that the initial price that you received at the time of signing is only an estimate.
- _____ I understand that seams may be required. That the templater will attempt to determine the best location for these seams while on site and with the guidance of the customer and that the final placement of seams is up to the discretion of the fabricator and may change after templating due to variation in material or other factors.
- _____ I understand that the seam locations will determine the price of my stone since the price is derived from the square footage of stone used to make the pieces. I understand that L-shaped pieces, radius pieces, and odd shaped pieces will result in more square footage being used to generate the pieces and that the extra material is destroyed in the fabrication process and is not available for me to have. I also understand that sink and stove cutouts are destroyed and therefore also are not available to the customer.
- _____ I understand that Stone Innovations, Inc. will make all sink and stove cutouts to manufacturers provided templates and cutout specifications and that any deviation from these specifications will result in a custom cutout up charge of \$120.00. This includes top mount only sinks being under mounted, sinks designed to have a reveal being changed to no reveal and visa versa.

Installation

- _____ I understand the templating and installation will cause incidental dust in the home and should be expected. That I should cover and surfaces I want to protect, to remove any drawers and any belongings that I don't want exposed to this process.
- _____ I understand fitted backsplash (backsplash that fills the area between the upper cabinets and countertops or the area between an upper counter and lower counter) may be measured and installed after the countertops have been installed. That this is to get the most accurate measurement of these pieces and that there can be a gap up to 1/4" between the top of the backsplash and either the upper cabinets or countertop. I also need to have the electrical, phone, and or cable boxes installed and receptacles in place at the time of template.
- _____ I understand that Stone Innovations, Inc. will not caulk the gap from the stone to the wall (typically done by the painter), that seams will be filled with a color-matched epoxy, and that countertops will be attached to the cabinets with clear silicone. I also understand that the dishwasher must be on site at the time of install and that the dishwasher should be attached to the cabinets if at all possible. If it cannot be attached to the cabinets, then Stone Innovations, Inc. will use clips to attach the dishwasher to the countertop.

General Information

- _____ I understand Stone Innovations, Inc. will call within two business days of the receipt of all the necessary information for the order including the drawing of the kitchen, completed countertop order form, this checklist, and the purchase order.
- _____ I understand cancellation of orders may be allowed provided that no templating or fabrication has occurred on the order. If the templating has already occurred, then I will be charged \$150.00 for the templating regardless of the size of the template. I also understand that any stone already fabricated will be charged to me at the contracted price regardless of whether installation has occurred or not.
- _____ I understand that employees of Stone Innovations, Inc. are not to remove their shoes or boots when working and that this is according to Stone Innovations, Inc.'s insurance provider and cannot be

deviated from. Any surfaces that I do not want Stone Innovations, Inc. walking on must be protected with plywood or like sheeting and that plastic or cloth is too slippery and a tripping hazard.

_____ I understand all templates and installation times given are approximate and a window of 4 hours is allowed and that weekend and holiday appointments are at the discretion of Stone Innovations, Inc. solely. I also understand that if I need to change an appointment day or time that I must contact the fabricator directly at least one day in advance or I will be liable for a trip charge.

Material Disclaimer

_____ I understand that granite and/or engineered stone is a natural material and will vary in polish, color, structure, and movement. That Stone Innovations, Inc. does not guarantee an exact match to the samples provided in stores or displays. That inherent in these materials are visible fissures, pits, and inclusions that are not flaws in the stone. Fissures are very tiny hairline crevices in the stone surface; pits are surface air gaps created during rock formation that are revealed when slabs are cut and polished; and inclusions are clusters of mineral deposits of any color also created during rock formation. That fissures, pits, and inclusions are present through the entire thickness of the slab and that pieces may not match seam to seam due to movement of color and thickness of material. Also that material thickness can vary up to 1/4"

I have read and understand all of the above. By my initialling the points I have agreed to the terms and conditions outlined above.

Customer Signature	Date	Sales Associate Signature	Date
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Slab Viewing Request

Please mark choice below with an "X", initial and date.

_____ **YES**, I would like to view my granite slabs at Stone Innovations, Inc. or their suppliers before fabrication. Please call to set up an appointment. Slabs of granite for each project arrive at our factory approximately one week after the template date or you may approve material at the suppliers in the Milwaukee or Chicago area.

_____ **NO**, I do not want to view my granite slabs before fabrication. By checking this box, I waive all rights to rejecting the material based upon the above conditions listed under the material disclaimer.

Stone Innovations, Inc.

3611 Post Rd.
 Plover, WI 54467
 (715) 345-1601
 (888) 451-2945 Toll Free
 Hours: Mon. – Fri. 8:00 to 5:00
www.stoneinnovations.net



Directions:

Take Hwy 51/I-39 to the Hwy 54 exit #151. Take Hwy. 54 west/Post Rd., go 1.5 miles. Turn south on to Lincoln Ave., we are at the corner of Lincoln Ave. and Post Rd., green steel building.