



## Countertop Installation: What to Expect

Surface One, Inc. is a solid surface and stone countertop fabricator/installer. Surface One, Inc. is NOT a General Contractor or Remodeler.

**Cabinets must be plumb, level and secured** to the walls and/or floor. All cabinetry and end panels must be completely and permanently installed (set and level) prior to the date countertops are scheduled to be field templated. If the cabinets are not square and the walls bow, the finished product may be flawed and somewhat noticeable, due to the imperfections of the cabinet installations and the construction and/or finishing of the walls. Any wall splash and/or cabinets that will rest on top of the countertop (i.e. Appliance garage, etc.) must be installed **AFTER** the installation of the countertop.

**Adequate Support:** The countertop can support an overhang of 6" maximum provided that at least 70% of the total countertop is supported by cabinets, knee wall, etc. All overhangs in excess of 6" require support brackets or corbels. Cabinet blocking must be installed along all walls that do not have a cabinet wall (i.e. dead corners) and support brackets/corbels must be installed prior to field measure/template. New or existing cabinets must be structurally sound to withstand the weight of the countertop.

**Sinks, Faucets and Appliances:** Items to be mounted in the countertops **MUST** be on the job prior to the date of field measure/template. All cutout information must be provided. Appliance installation (i.e. dishwasher, icemaker or trash compactor adjustments/attachment or cooktop/range adjustment) is the responsibility of the homeowner, general contractor, or remodeler. Surface One, Inc. does not connect any plumbing, electrical, or gas.

**Dishwasher Attachment:** Mounting the dishwasher to the new countertop is the responsibility of the homeowner, general contractor, or remodeler. Side – mounting to the cabinetry is recommended with stone countertops. If this is not an option, Surface One, Inc. can provide a mounting strip for an additional price of \$25 for homeowner, general contractor, or remodeler's use when reconnecting the appliance. Surface One, Inc. will install the mounting strip for an additional \$25 if requested.

**Caulking/Trim:** Surface One, Inc. is only responsible for caulking splash to countertop. Caulking between splashes and drywall, cabinets, or wallpaper is the responsibility of the homeowner, general contractor, or remodeler. Caulking must be maintained by the homeowner. Many times we must shim tops to get the best possible seam joint. This may cause a space between the top & cabinet which may need to be caulked or covered with trim by the homeowner, general contractor, or remodeler.

**Solid Surface Seams,** will be "inconspicuous" (not invisible, but not obvious from across the room). All range rails will be visible "soft seams".

**Stone and Quartz seams will be visible.** Placement of all seams that may be required is at the discretion of the fabricator. Seams can be expected to be 1/8" wide, and filled with silicone or acrylic caulk. We will select the caulk color best suited for the installation.

**Backsplash Installation:** If the job order includes a full-height splash or a standard splash going under existing tile splash, please note that it is usually a 2-part process to complete the installation. Surface One is not responsible for cutting existing tile backsplash. The backsplash will be measured after installation of the countertop. The backsplash will be installed approximately one week later. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the full-backsplash. This process allows for the best fit.

**Replacement of existing countertops:** Surface One, Inc. maintains existing top measurements (i.e. sink centers and overhangs) unless homeowner requests otherwise. Many times new countertops do not cover exactly where old countertops covered. This may require paint, caulk, and/or trim by the homeowner, general contractor, or remodeler. Prior to countertop removal, homeowner should have all countertops cleared, including all cabinet drawers removed, and base cabinets emptied.

**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 countertop installation; however, scrapes, punctures, or dings to wall surfaces are possible, as are scratches and scrapes to cabinetry. These items are considered incidental damage and are the homeowner's, remodeler's, or general contractor's responsibility to repair. Some jobs require sheetrock removal at the edges of stone to keep the seams from chipping.

**Final Pricing:** Final price is only determined after final field measurement and understanding all final specifications. Final pricing may alter based on these accurate field measurements. For retail customers, a 50% deposit is required prior to template and the final 50% is due at installation.

**Cleanup:** Installation of a countertop is a construction process and residual dust should be expected. The homeowner may want to drape or cover areas to contain the dust to the construction area. The job site will be left in a broom-clean condition, Surface One, Inc. is not responsible for cleaning crews to be hired. All tops need to be protected from damage after they are installed. This protection is the responsibility of the homeowner, remodeler, or general contractor.

**Liability:** Surface One, Inc. can not be held liable for job delays.

**Sink Cutout:** The sink cutout belongs to you. If you would like it polished or cutting boards made, we will fabricate and finish to the maximum size possible. There will be a charge of \$85.00 for stone & quartz and \$25 for solid surface per cutting board. If requested after the installation, you will be responsible for picking up at our shop. If you are not interested in cutting boards, you may keep the material for later use or we will dispose of it for you.

**Time Frame:** We must have all information relating to the job (i.e. edge detail, splashes, sinks, faucets, cooktop, etc.) before fabrication can begin. It is the customer's responsibility to provide this information. Template and install dates are scheduled based on availability of customer and fabricators work load.

**Customer's Name (printed):** \_\_\_\_\_

**Customer's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_