

Masterpieces

Design, fabrication & installation of Granite Countertops



CUSTOMER CHECK LIST GENERAL INFORMATION

Regular install and Extras:

- Standard installation usually takes between 7 to 10 business days / 1-2 weeks;
- An adult must be present for templates and installation;
- Cover furniture and special belongings to protect them from dust and chemical during installation.

Old Countertop

- Masterpieces quotes do not include removal and disposal of your old countertop in standard price.
- For a fee of \$250.00 Masterpieces will remove and haul away your old countertops.

Sink/Faucets

- Masterpieces includes the cut, polishing and mounting of an undermount or drop in sink in standard edge.
- Standard quotes do not include the sinks themselves. Masterpieces will gladly supply sinks at client's request for additional cost.
- Sinks must be available for the template person at the time of the template visit. Faucet and stone information is also required at that time.

Plumbing

- Masterpieces quotes do not include the plumbing disconnect and reconnect.
- You must provide a plumber to disconnect the plumbing prior to our removal & disposal of the old countertops (in case you choose us to do it). Also, we will not be responsible for doing any reconnecting of plumbing in any circumstances.

Cooktop, Downdraft and Electricity

- Masterpieces is specialized in stone and not in electricity; therefore it will not disconnect nor reconnect your cooktop or downdraft.

Back and Side Splash

- Backsplash edge and undermount sink cutouts will be done in the standard/eased edge finishing.
- Backsplash is priced by the square foot same as countertop material.

Dishwasher

- Dishwashers can be attached to granite countertops with clips and epoxy.

Overhangs

- Overhangs of up to 10 inches do not require supporting brackets.
- Any support, brackets or cabinetworks that are required for any reason is the customer's responsibility or his/her contractor's.

Sealing

- The stone will be sealed at installation. The customer should reseal the stone periodically after that.

Pets

- Masterpieces will not be responsible for pets in/out of Templating/ Installation site. Pets must be kept out of sight during the Installation and Templating process.

Return Visits

- A quote from Masterpieces includes two visits to the client's home: one for templating and another for installation. If there are return visits other than the above mentioned or if installers arrive and are unable to install due to client's fault, these will be charged at the minimum of \$150.00 per visit, depending on distance covered. That cost will be added to the final invoice.

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