

Masterpieces

Design, fabrication & installation of Granite Countertops



WHAT TO EXPECT FROM COUNTERTOP INSTALLATIONS

The first step in the granite installation process is to have a template made of your COUNTERTOP. A template is a pattern of the COUNTERTOP that is to be fabricated. This template will take 1 to 2 hours depending on the size and difficulty of the project. Homeowner's must be present at the template.

This helps eliminate any communication problems.

Important note: The COUNTERTOP area has to be completely cleared off prior to the template.

For Remodeling Projects: where existing cabinets are being used, the old countertops should be removed prior to the template so that levelness of the cabinets can be checked. If countertops are not removed and the cabinets are found not to be level at installation, it will result in a delay of the installation as well as a return trip charge. Your cabinet installer will be responsible for leveling or modifying the cabinetry. There is no accurate way to tell if the cabinets are level until the old tops are removed.

For New Construction: the cabinets have to be completely installed and leveled. We will schedule a template within 7-10 days of being informed the cabinets are ready. These templates are done during normal business hours usually 8:00 am to 5:00 pm. You will be asked to initial your stone choice and edge treatment, plus any additional options you may have chosen (-example, undermount sink, other cutouts, etc.) Please initial the order confirmation sheet that the template person brings with him. Industry standard fabrication lead times for granite countertops are 7-10 business days. We try to keep our fabrication times to 7 business days after a template has been taken. In some instances material can be temporarily out of stock and lead times can be extended. The installation will usually take 2 to 6 hours depending on the size of the countertop project. Once completed the job-site is to be cleaned.

Industry standard clean-up is "broom swept" but most teams will vacuum the area. A care and maintenance information sheet will be left for you. We will also require a "project completion/project satisfaction" form to be signed.

We need your input to improve our service.

PLEASE BE AWARE

—Final seam placement on countertops and backsplashes is the fabricator's responsibility.

---Industry standard granite seams in width are 1/16" nominal, with a tolerance of $\pm 1/64$ " according to The Marble Institute of America.

—All sinks, faucets, and appliances have to be on-site for the template. Return trips for these items not on site will cost the responsible party \$250. No exceptions.

—If Masterpieces handles the existing COUNTERTOP tear out, we will not be held responsible for older cabinets that may fall apart. If the cabinets are constructed in a fashion that would lead to this problem, the homeowner would be required to have a cabinet installer fix the cabinets prior to Masterpieces completing the installation. We are not responsible for rebuilding customers' cabinets. **We are not responsible for damage to floors, cabinets, wallpaper, paint, etc. during tear outs or installations. We will take normal measures to protect these areas. Masterpieces does not rehook plumbing or appliances and we recommend a plumber or electrician be scheduled the next day to avoid any delay charges for these services when installations take longer than anticipated. We do no gas disconnects or connects ever. Masterpieces is not responsible for charges for these services.**

—In some tear-out situations the old tops come over the front edge of the cabinets. Granite is installed on top of the cabinets so if the area exposed is unfinished it is the homeowner's responsibility to paint or finish these areas.

—The widest unsupported overhang is 10" for 3 centimeter stone and all supports have to be installed prior to the template. Masterpieces is not responsible for installing these items.

—Granite can stain (usually from oil) so make sure if you spill oil on your top that you wipe it up immediately.

—Granite installation can be messy if cutouts have to be done on site. Granite cutting tools usually need water to help the equipment cut the stone. These areas will be cleaned once the cutout is completed.

—Very tight areas (example, between tall cabinets) can produce minor scratching when setting the stone.

—When installing some large pieces, if the stone is lifted incorrectly, the entire piece can break. This rarely happens and if it does happen a replacement piece will be fabricated as quickly as possible. Masterpieces is not responsible for expenses due to any delays resulting from a broken piece that has to be re-fabricated.
—Undermount sinks usually require a sink base cabinet support frame be built to hold the sink.

Feel free to contact **Masterpieces** with any questions you may have about your project at **(301) 441-3500**

Homeowner's

Signature: _____ Date: _____

Client

Representative/Contractor

Signature: _____ Date: _____

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