

TARHEEL COUNTERTOPS, LLC - CUSTOMER CHECKLIST

PREPARATION

General Information – Stone is a product of nature. Each piece is unique in character, veining and consistency. Different stones are prone to variations in polishing, background color, veining pattern and veining distribution. A sample of stone is only one part of a larger slab varying in color and clarity. The sample does not represent the exact stone you will receive. There are no two pieces of stone that are alike, therefore each piece of stone is totally unique and one of a kind. Pieces of stone will differ within the same job. Joints and seams will be noticeable both visually and to the touch. Joints will appear more noticeable in stones with a reflective quality and/or directional character or vein. Joint placement will be determined considering a multitude of factors affecting the structural integrity of the granite installation. Slab dimensions and yield will be considered along with the location of the sink, dishwasher, and cook top. Stone is quarried from the ground as a block, cut into slabs, and polished. Even the highest quality of stone will have imperfections. Pits (small holes in the surface), fissures and stress fractures (small cracks in the surface), and inclusions (black mares, varying in size) may be found in each piece of stone and are not considered defective. These irregularities are common and reflect the unique nature of each stone.

- **_____Cabinets Must Be Plumb and Level:** Cabinets must be plumb, level and secured to the walls and/or floor. The countertop must lie within 1/8" to eliminate stress on the corners, cut-outs and seams. It is the responsibility of the customer to ensure that the cabinets are plumb, level and square. All cabinetry and end panels must be completely and permanently installed (set and level) prior to the date countertops are scheduled to be field template. Cabinets that will rest on top of the countertop (i.e. appliance garage, etc.) must be installed after the installation of the countertop. In those cases where cabinets are not level and the installation should be rescheduled, \$250.00 extra fee will be charged. If the customer agrees, Tarheel Countertops could shim more than 1/8" and the customer is responsible for covering the gap.
- **_____Adequate Support for Overhang Areas:** The surface type and material thickness dictate the amount of overhang permitted on a countertop. The countertop can support an overhang of: 3" for a 2 cm or 3/4" stone countertop without additional brackets or corbels. However, at least 70 % of the total countertop must be supported by cabinets, an island, knee wall, etc. All overhangs in excess of those previously mentioned will require corbels or brackets. All support brackets or corbels must be installed prior to the field template. If you require overhang support, discuss this with your sales person. New or existing cabinets must be structurally sound to withstand the weight of the countertop. Never sit or leave heavy objects on the edge of the countertop. This could crack or break the countertop.
- **_____Sinks, Faucets and Appliances:** All Items to be mounted in the countertops (sinks and faucets) MUST be on the job site prior to the date of field template. The cook top MUST be on the job site prior to date of field installation. Changes in specifications will not be accepted after field template is complete. All cutout information (including items such as sinks, faucets, soap pumps, hot/cold water dispensers) must be at the job site prior to field template date. Apron and farmhouse sinks must be installed prior to the date of field template.
- **_____Customer Authorization:** The customer MUST be present at the time templating and be responsible for approving all the details of the countertop. The field template supersedes all previous drawings.
- **_____Incidental Damages:** 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 in the work area, as are scratches and scrapes to cabinetry and appliances. These items are considered incidental damage and are the customer's responsibility to repair. In most cases, cabinets can be easily repaired with a cabinet touch up kit.
- **_____Different Thickness:** The thickness of most of the granite countertops is 3cm, approximately 1 1/4". Replacing post-form laminate, tile or other countertops with a larger thickness can cause a small gap between the old backsplash and the new granite countertop. It is customer's responsibility to cover this gap. However, in some cases Tarheel Countertops can propose and price a solution.

INSTALLATION

- **_____Material Approval:** Due to the unique nature of Stone, we cannot begin fabrication until the material is approved. You may approve it via e-mail or fax but we encourage you to come approve your material in person.
- **_____Installation:** During countertop installation, blue painters tape is used to aid in sealing the countertops to the cabinets. Any uncured or improperly applied paint or stain on the cabinet face could be removed when removing the tape. Final cabinet preparation or finishing should not be done before countertop installation. The customer or any designated decision maker over the age of 18 must be present to approve the installation and sign the completion form. For safety reasons children and pets must be kept out of work area.
- **_____Seams:** Placement of seams that may be required is at the discretion of the fabricator. Customer must call their sales person the next business day after template to verify seam locations and discuss considerations. Seams will typically vary from 1/16" to 1/8" and will be visible to the eye and touch. Every effort will be made to insure that the seam is placed in the best location for structural integrity of the countertop and to make it aesthetically pleasing. Due to the unique characteristics of the granite, it is not possible to guarantee a match in the color or veining when seaming two pieces together. Color coordinated epoxy will be used to form the seam. It is possible to find chips on some seams due to the hardness of the granite than can be fixed with the same epoxy.
- **_____Defective Walls & Overhang:** When the wall behind the countertop is not straight some gaps may occur between the countertop and the wall. These gaps may be visible even with backsplash installed. At the request of the customer, Tarheel Countertops can fill these gaps with caulking material but may still be visible afterwards. The overhang of the countertops can have a tolerance of 1/2" from one point to another over a 70" span.
- **_____Backsplash:** Please note that if the job includes a tile or FULL height granite back splash, that this is a 2-part process and will require a second trip to complete the installation. A full height stone back splash can only be measured after the installation of the granite countertop and will be installed approximately 1 week later. Upper cabinets and range hoods/Microwave combinations must be installed prior to the measuring. A 4" Backsplash will not require a 2nd trip.

- **___Removing Existing Countertops:** If Tarheel Countertops is contracted to remove existing countertops the customer acknowledges that removal is considered a demolition process and some minor damages to walls, existing tile backsplashes or cabinets may occur. All cook tops must be completely disconnected and removed from the countertops and the working area prior to the field installation date. (Note: In most cases the current countertops do not need to be removed for template. It is possible however that in some instances they may need to be removed prior to the field template date). Tarheel Countertops will do its best to minimize this damage. For safety reasons, bathroom vanities will not be removed unless wall mirrors are a minimum of 2" away from the highest point of the vanity. Gas and electrical connections will also be the responsibility of the customer. Countertop removal and installation process that may require a skilled cabinet, drywall, certified plumber, or handyman to produce a completed renovation result. The customer should be prepared to procure these skills as needed and understand that this is not included in the countertop replacement cost from Tarheel Countertops.
- **___Reconnection:** Once the countertop has been installed, it is the customer's responsibility to reconnect all the plumbing and electricity. Please do not plumb or use the sink in any way for a minimum of 12 hours after installation to allow the sink to set. It is the customer responsibility to ensure that their sink fits in their base cabinet.
- **___Clean up:** Installation of a countertop is a construction process and residual dust should be expected. The customer may want to drape or cover areas to contain the dust to the construction area. The site will be left in broom-clean condition.

SCHEDULING

- **___Template/Installation Date:** An Tarheel Countertops project coordinator will call you within the next 2-3 business days to schedule the template date. After the template has been performed the Install coordinator will call you to schedule the installation date. All template dates and installations dates will be scheduled with the understanding that a 3 hour arrival time will be given.
- **___Trip Charges & Cancellation:** If the template/installer arrives at the job site and all of the conditions outlined are not met the field template or the installation will be rescheduled and a trip charge (\$250.00) will be assessed. If the customer wishes to cancel the Template appointment cancellations require 1 business day prior notice and installations appointment require 2 business days prior notice.

INVOICING/PAYMENTS

- **___Down Payment:** 50% of the total amount of the estimate is required at the time of template scheduling.
- **___Final Invoice:** Tarheel Countertops strives to remain within the initial estimate quoted for your countertop project. If the scope of the job changes or field measurements differ, the final invoice will reflect the actual material cut and installed. The final payment is due at the time of installation

GRANITE CARE & INFORMATION

Industry Standards, Positions, and Recommendations are available by visiting www.marble-institute.com "Consumer Information"

- **___Sealing and Cleaning:** All countertops are sealed twice prior to installation. To enhance continued stain resistance, it is recommended that a granite sealer is used annually. Tarheel Countertops offers a line of products that are specifically designed for the care of granite countertops. Warm, soapy water or mild household cleaners may also be used to clean countertops. Avoid strong chemicals or solvents like Alcohol, Acetone and Thinner. **DO NOT USE:** Windex, Fanta-tic, bleach, nail polish remover, permanent markers, inks, oil soaps, furniture cleaners or any ammonia based products. It is always good to keep the countertops clean and dry to preserve the natural color and beauty of the granite.
- **___Staining:** Granite countertops are stain resistant when sealed and maintained properly. However, leaving oil, red wine, vinegar and other colored liquids on the granite countertop for more than 24 hours can cause staining. Even though granite is an extremely hard surface, it is possible to break or crack it. Standing or sitting on the countertops, or overloading them with very heavy objects can cause cracks or damage to the countertops or seams.
- **___Scratching or Breakage:** Granite countertops are extremely hard surfaces and are very resistant to scratching. They are durable and able to withstand scratches and long term wear. The top should not be used as a cutting board as it will dull your knives.
- **___Heat:** Granite countertops are unlikely to bum or scorch since they are very heat resistant. However, thermal shock or cracks can occur if the countertop is subject to extreme temperature changes. We recommend hot pads to protect the countertops.
- **___Cutouts:** Unfortunately, the material from the sink cutouts is destroyed during the fabrication process and are not available. Polished cutting boards are available for a charge of \$150.00
- **___Warranty:** All granite countertops come with 1 year installation labor warranty. Sink & faucet products are warranted by each manufacturer. The terms, conditions and coverages are available at their websites or via toll free number. These warranties do not include removal of the defective product, installation of replacement, plumbing costs or liability for consequential damages. All manufacturers processes must be followed and their decision is final. Stainless steel sinks are warranted for 90 days after install by Tarheel Countertops Corporation.