

Coastal Countertops
33 Sarah Greenfield Way
Farmington, NH 03835
603-755-2268



GRANITE /QUARTZ COUNTERTOP PROCESS OUR POLICY

Thank you for choosing Coastal Countertops. We are excited and honored to be a part of your kitchen's revitalization. Please review and sign our granite/quartz policy below. We understand that not all customers have time for stone slab viewing, though we highly recommend it as no natural stone is exactly alike. We offer guided viewing Monday through Thursday from 8am-3:30pm and Fridays 8am-3:00pm.

Template

A jobsite is ready to template when all necessary cabinets and appliances are on site. Cabinets must be completely installed, plum and level. Installing countertops on cabinets that are out of level may result in cracks and will void all warranties. Any item that requires a cut in the stone will need to be specified so manufacturer specifications can be obtained and may be taken (if necessary) at the time of template and returned at the time of installation. If Coastal Countertops has to make additional trips to a site due to the job site being unprepared to complete work, additional fees may apply. Stove should not be in place for template or install.

Stone Selection and Variation

Granite and marble are natural stones that are subject to coloration, veining distribution and pattern and natural fissure lines may occur. The color, shade, veining, color concentrations (blotches), and any other variances in the appearance of natural stone will exist and will vary between two slabs. Fissures, pitting, mineral pooling, and other naturally occurring features in the stone should not be considered defects, and are not covered by warranty. Marble easily stains, which is not covered under warranty. Marbles can be etched by acids (lemons, vinegar, certain cleaning agents, etc.) Due to the softness of marble, scratches due occur, the application of an additional sealer is recommended to reduce scratches and etching. Vein matching not guaranteed on any stock material. Coastal Countertops always provides our customers the option to select slabs that will be used for their particular application. If you choose to waive this option please be advised that Coastal Countertops does its best to select slabs as close to the provided samples of the material. As noted above, variations in the color and pattern of natural stone exist which Coastal Countertops cannot be responsible for.

Seams

Seam placement is dependent on color, stability, site accessibility and size of material. A customer can request a specific seam location; however, final seam placement is at the discretion of Coastal Countertops.

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Current Countertops

Removal of old tops is required prior to installation. This is the responsibility of the homeowner or contractor. Coastal Countertops can provide a quote for removal of existing countertops, if requested.

Cabinets

All cabinetry must be completely installed prior to the template. Cabinets must be structurally sound, plum, level and secured to the wall/floor. Level is defined as within 1/8" over a 10-foot span. Installing countertops on cabinets that are out of level may result in cracks and will void all warranties. Coastal is not responsible for cabinet modifications that may be necessary for installation of sinks or faucets.

Appliances

Coastal Countertops cannot move any appliance or disconnect/reconnect plumbing for the customer during template or installation. We apologize for the inconvenience, however, we cannot be liable for any scratches or dents on floors, cabinets, etc. that may occur when moving an appliance.

Incidental Damage

Care will be exercised during the countertop installation; however, scrapes, scratches or digs are possible, especially in the case of a wall-to-wall installation. These items are considered incidental damages and are the customer's responsibility to repair.

Decision Maker

An adult must be present and able to make decisions and approve details during both template and installation.

Stylistic choices that go against the recommendation of the templator or fabricator may cause minor to extensive damage to floors, walls, and cabinets. In the event the top breaks the customer is responsible for any costs incurred including the cost of trip fees and/or new material.

We have read and understand your policy.

Date: _____

Contractor/Dealer: _____

Printed Name: _____

Signature: _____