

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



## GRANITE /QUARTZ COUNTERTOP PROCESS TEMPLATE PREPARATION

Thank you for choosing Coastal Countertops. We are excited and honored to be a part of your kitchen's revitalization. Please review 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 7am-4pm and Fridays 7am-3pm. Natural stone can also be viewed 24 hours a day 7 days a week as we safely store slabs outside of our facility for your after-hours viewing pleasure.

**DECISION MAKER:** An adult must be present and able to make decisions and approve details.

**CABINETS:** All cabinetry and end panels must be completely installed prior to the in-home 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.**

**SINKS:** If the customer is supplying their own sink, we must be able to obtain a CAD file from the manufacturer for the proper cutout. We will need to know the make and model number as well as if the sink has inserts. Please review your choices for sink reveal versus overhang and ensure that you let our templator know the sink reveal you elect. The standard reveal is an overhang. Coastal Countertops may need to take customer supplied sinks to verify cut out the sink opening and will be returned at time of install. Farm style or Apron front sinks must be installed prior to template. Farm style sinks should be set 1/16" below the top of the cabinet.

**PLUMBING:** We do not recommend reusing old plumbing fixtures due to possible damage upon removal or reinstallation. Coastal Countertops does not disconnect or reconnect plumbing.

**STOVE:** Please ensure the stove is on site or the stove information has been provided. A cooktop cutout or any other item that requires a cut in the stone will need to be onsite or the manufacturer specifications must be supplied. If the stove is a slide-in range, stove must be pulled out of place and out of the way for templating and install.

**OVERHANGS:** Supports are required for overhangs over 10". Supports must be installed prior to template. Supports must be level within 1/8" over a 10-foot span.

**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.

**CURRENT COUNTERTOPS:** Countertops must be completely cleared of all items so that the templator has full access to the top to make the most accurate measurements. Rare instances will require the removal of existing countertops to create a template. 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.

If Coastal Countertops has to make additional trips to a site due to the job site being unprepared, additional fees may apply.

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**Changes to layout/material must be requested within 72 hours of template to maintain install date.**