

Customer Expectation Form

In order to ensure a quality installation of your countertops, we request that each customer review, sign, and return this form as part of your countertop order.

INITIALS:

_____ **CABINETS:** It is the responsibility of the customer or builder to ensure that the cabinets are plumb, level, and permanently secured to the walls and/or floor, and must be done prior to templating/installation. Any work needed to support the countertops properly will incur additional charges.

_____ **ADEQUATE SUPPORT:** The surface type and material thickness dictate the amount of overhang permitted on a countertop; 10" for most granites (depending on color) and 15" for quartz. At least 70% of the total countertop must be supported by cabinets, knee wall, etc. All overhangs in excess of those previously mentioned will require corbels or steel brackets, which must be installed prior to the field template or by Premier at the time of installation (additional charge).

_____ **TEAROUT/REMOVAL:** All existing countertops, backsplashes, sinks, plumbing fixtures, and cooktops must be completely disconnected prior to installation date if removal is not completed by Premier. Tearout done by Premier includes all removal/disposal of old tops. Tearout done by Premier does NOT include plumbing disconnects. Additional work not originally estimated (cut tile, trim work, stain work, drywall, etc) will be discussed with and approved by the customer and invoiced accordingly.

_____ **PLUMBING FIXTURES & APPLIANCES:** Items to be mounted to the countertops must be selected prior to date of template. All cutout information (including items such as sinks, faucets, accessories, cooktop specs) must be at the job site or provided to Premier before fabrication.

_____ **CUSTOMER AUTHORIZATION:** The customer (or person over age of 18 with authority to make decisions) should be present at the time of templating, and will be responsible for approving details of the template. The field template supersedes all previous drawings and may change the original estimate based on actual sizes.

_____ **INCIDENTAL DAMAGE:** Final wall preparation (ie painting, wallpapering, etc) should not be completed prior to installation if at all possible. Professional care will be exercised during countertop tearout (when applicable) and installation; however, incidental damages such as scrapes, punctures, or digs to walls, cabinets, and surrounding surfaces are possible, and are considered the customer's responsibility to repair.

_____ **TRIP CHARGES:** If the templator/installer arrives at the jobsite and ALL of the conditions outlined above are not met, the template or installation will be rescheduled and a trip charge will incur.

_____ **FINAL PRICING:** Your initial estimate is a projected price of your countertop project. The final price will be determined after the field template has been completed. The price and details will be approved by the customer before fabrication. No changes may be made after final approval is given.

INSTALLATION

_____ **DECISIONS/APPROVAL:** The customer (or person over age of 18 with authority to make decisions) should be present at the end of the installation process to verify complete installation.

_____ **SEAMS:** Placement of all seams are at the discretion of Premier. All stone countertop seams are visible and able to be felt with an industry standard size of 1/16" with a tolerance of +/- 1/32". Seams will differ from one another based on color, material, etc. Seam location may be discussed at the time of template or before final approval.

_____ **PLUMBING & APPLIANCES:** Premier is not responsible for plumbing or appliance reconnects. Premier can contract a licensed plumber upon request for an additional charge. Premier does not mount dishwashers to the countertops. In the event that Premier has been contracted for tearout and the dishwasher is attached to the existing countertops, Premier will mount the dishwasher to a provided bracket. However, if the dishwasher was not fastened to the previous countertops and/or Premier has not been contracted for tearout, the customer is responsible for securing the dishwasher in place (mounting it to the provided brackets).

_____ **CANCELLATIONS/RETURNS:** Special order countertops that are custom-made (ie uniquely altered, color-matched, shaped, sized, or otherwise uniquely designed or fitted to accommodate the requirements of a particular space or environment) are non-refundable unless damaged beyond repair.

_____ **CLEAN-UP:** Installation of a countertop is a construction process and residual dust should be expected. The job site will be left in an acceptable broom-clean condition.

_____ **SCHEDULING CANCELLATIONS:** Template cancellations require (3) business days prior notice during normal business hours. Installation cancellations require (5) business days prior notice. All appointment cancellations must be communicated directly to Premier. Cancellations not given in time will result in either a trip charge or cancellation fee.

DEFAULTS

- ½" radius on outside cabinet and non-specified corners; 3" minimum radius on inside corners. ¼" minimum radius on sink corners.
- Faucet holes are always drilled in back (on center or along sink divide; 12' o'clock position). Widespread faucet holes will be drilled in a straight line unless otherwise noted.
- ¼" overhang on all undermount sinks (unless otherwise noted).
- Backsplash = 4" tall, ¾" milled thickness (unless otherwise noted or material cannot be milled).
- Material is 3cm (approx. 1 ¼" thick) unless otherwise noted.

By signing below, I acknowledge that I have thoroughly read, understand, and agree to the terms listed above.

Customer Signature: _____ Date: _____