

# Preparing Your Home For Countertops



We have prepared this important information for your benefit and reference. It is intended to guide you through the process and set the right expectations to ensure your satisfaction.

## 1) Planning & Design

- You can expect about 10-15 working days from signed approval to installation day.
- Special Order colors require 60% deposit before material is ordered and are not cancelable.
- Slab selection for stock colors can only be changed or cancelled before template of the project.
- A shop visit is recommended and may be necessary for approval of the stone for your job. No replacements will be made for natural characteristics occurring within a countertop. For details, please read material stone waiver.
- We will notify you as soon as possible if your project is going to be affected by material availability. Intown Granite will not provide compensation for any delays due to this situation.
- Excess stone such as sink cutouts and cooktop cutouts cannot be provided. Requests for additional stone will be considered but may be subject to additional charges for cutting and/or finishing.
- **The field measure and final drawing overrides all previous drawings.**

## 2) Templating (~1-2 hour visit)

### *Quick Checklist*

- ✓ You or a designated decision maker (18 years or older) must be on site for decisions and approval.
- ✓ All lower cabinets must be fully installed and secured permanently before we can template the job.
- ✓ Sink, cooktop, slide in stove hardware must be on site with specs. Exceptions apply only if we supply the sink.
- ✓ Remove larger items from countertops (microwaves, coffee makers, garage cabinets etc.)
- ✓ *Your order must indicate tear outs prior to scheduling a template. There is an additional charge for tear out based on difficulty.*
- ✓ Farm or apron sinks must be installed prior to field measure, 1/4" below cabinet level.
- ✓ 3cm stone can withstand an overhang of 8" without support. If you plan on using your own supports these must be on site to show our measure tech. We also provide flat safety brackets at \$85 each installed.
- ✓ There is a charge to cut electrical outlets. Please make sure we know, as these can make the backsplash very fragile.
- ✓ The measuring can be done with or without removing existing counters, however not all imperfections can be found so there is a slim chance we will not be able to install until the cabinets are fixed.
- ✓ Our measure tech will let you know if you need to move your appliances. There is a fee at the installer's discretion of late notice for moving refrigerators, slide in ranges, dishwashers etc.

to continue



### 3) Installation (~2-6 hour visit)

- You must be present during the installation process to approve locations of faucet holes which are drilled at the time of installation. After the stone is cut, any changes are at your expense.
- Your driveway and exterior must be passable for delivery/installation.
- Designate a pathway that the installers can use to come and go with the heavy materials, we suggest a garage or similar area.
- To avoid damage please remove all dishes, rugs, wall hangings, plants from the work area.
- We install the sink to the counter and we will also mount the dishwasher if it's in place.
- Granite is perfectly straight, unfortunately most walls are not. Since granite does not bend, there are areas that may have a gap which will not be caulked between backsplash and wall.

- ❖ **For safety:** Children and pets must be kept out of the work area due to risk of injury.
- Heavy items, noise, dust, odors & fumes are part of the installation.
- For safety reasons, our installers cannot remove their steel toe shoes or wear fabric booties.

#### *Quick Checklist*

- ✓ Plumbing and electrical disconnected prior to install and reconnected at least 24 hours later.
- ✓ Appliances are moved such as range, refrigerator etc. (per request from our measure tech).
- ✓ Countertops removed, free of nails, flat and plumb (if you will tear out).
- ✓ Drawers and all items in lower & sink cabinets removed.
- ✓ Sinks, faucets, fixtures that go on countertops are unpacked and ready.

---

#### Intown Office Hours:

<b>Monday</b> 9:00 am –5:00 pm	<b>Tuesday</b> 9:00 am –5:00 pm	<b>Wednesday</b> 9:00 am –5:00 pm	<b>Thursday</b> 9:00 am –5:00 pm	<b>Friday</b> 9:00 am –5:00 pm	<b>Saturday</b> 9:00 am – 1:00 pm	<b>Sunday</b> Closed
-----------------------------------	------------------------------------	--------------------------------------	-------------------------------------	-----------------------------------	--------------------------------------	-------------------------

I, \_\_\_\_\_ the buyer hereby certify that Intown Granite & Marble LLC verified all the material in this page is understood as contracted.



**Intown Granite & Marble**

3250 B St NWAuburn, WA 98001

206-458-5401 / 425-306-8522 - E-mail: [contactintownoffice@gmail.com](mailto:contactintownoffice@gmail.com)

---