

The Stone Cobblers, LLC  
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774-261-4445

CUSTOMER INFORMATION SHEET FOR COUNTERTOPS

**The Stone Cobblers** wants to ensure the most pleasurable experience possible for their customers. We take pride in customer satisfaction and quality craftsmanship. This literature is to help educate you about the product and process of choosing your countertop. Take a moment to review each section and initial stating you have read and understand.

**Product Information:** Granite is a natural product. It is subject to variations in color, movement and texture. Pits, fissures and veining are all natural occurrences and not flaws. Crystals popping withing the stone can cause pitting. Quartz is an engineered stone made up of 93% natural quartz, pigments and a binder.

**Viewing the Slab:** Granite slabs are required to be viewed and approved. All natural stone varies in shading and veining from slab to slab and within the same slab. **Consistency in stone is not to be expected.** Stone is intended to be viewed as a whole and not to be scrutinized under a microscope. Please step back and enjoy the overall natural beauty. Slabs are typically tagged lot specific and not slab specific.

*Samples of quartz are a representation of the product. The actual slab can vary in movement, shading and sparkle aggregate. Even though quartz is much more consistent than natural stone it can still vary a little from lot to lot and slab to slab. Once the slab material is ordered and received it cannot be returned. Colors are typically chosen from the samples provided.*

**The Template:** **You must be present at the job site for the entire template process.** At this visit, the installer will confirm all details of your countertop. We will verify countertop measurements and create a template of your new countertop to ensure a proper fit. This is done with a laser template system which is accurate to 1/16<sup>th</sup> of an inch. Any changes after template are subject to an extra fee and in some cases can result in a new template being made. Please inform us if you would like to "layout" the template prior to fabrication.

The following is required at the time of the template.

- A. New cabinets are to be installed including panels or anything else that may abut the counters.
- B. It is recommended that existing counters be removed prior to template to ensure the best fit.
- C. All sinks, cooktops, faucets and all other appliances are at the job site.
- D. Apron and or Farmers sinks must be completely installed prior to the date of the field template.
- E. The cabinets must be level to a tolerance of within 1/8 inch of a true plane within 10 feet.

**Installation:** **You must be present at the job site for the entire install process.** While **The Stone Cobblers** is committed to excellence, high quality, and will take every precaution please be aware that countertop installation is a construction process. Noise, dust, scratches to walls, cabinets, floors, or nearby items are rare but possible. These items are considered incidental damage and are the customer's responsibility.

- A. Create a clear path for easy access to the installation area and for cover any furniture or flooring

- B. Move all breakables, valuables, or obstructions from the area
- C. Customer is responsible for the disconnection and reconnection of all plumbing, gas and electrical Equipment. We suggest you schedule a plumber at least a few hours prior to installation for disconnect.
- D. It is recommended to schedule your plumber a few hours or the day after install.

**Seams:** Slab size, stone movement, job site accessibility, and several other considerations dictate seam location(s). The locations are at the discretion of the Stone Cobblers. They are visible to the eye and can be felt when touched. Where there are seams, the product pattern and shade will change. Due to variations in slab thickness some lippage may occur. The lippage at the center of the countertop will be no more than 1/32 ". Cabinets that are not level will adversely affect the quality of the seam. Two pieces of stone are leveled and filled with a 2-part colored epoxy. Swirly stones are a challenge as every effort is made to match the grain and color. We will not change the direction. We do not advise a seam at the under mount sink area. Final placement is the decision of **The Stone Cobblers**.

**Undermount Sinks:** Undermount sink cutouts are done per manufacturers specs with a slight overhang.

**Overhangs:** The typical overhang on a kitchen counter is 1 ¼" to 1 ½" beyond the cabinets. Overhangs on peninsulas and islands can vary greatly. If used as an eating or bar area, the usual overhang is between 8" to 12" beyond the base unit. It is not recommended to go beyond 1/3 the width of the countertop. It is recommended that some sort of brace be used to support the overhang which will keep the countertop from stressing. A corbel or bracket should come out at least 2/3 of the total overhang. Due to the strong binder used in quartz there is more leeway given for extended overhang.

**Walls:** Walls, especially in older homes, may not be even. Since stone is not flexible, there may be a gap between the stone and the wall. A backsplash is recommended. Backsplash is cut from the same 1 ¼" stock as the counter and measured at the time of template to ensure proper fit and color match. Please note, we cannot hide walls that are bowed. We do not caulk between the wall and the backsplash.

**Shims:** The use of shims is commonly used to level the countertops. The countertop should be leveled within a 1/8" across a span of 10'. On occasion a molding will be needed to cover the gap.

**After Installation:** If properly cared for, your new countertop will give you years of good service. Please review the care and maintenance information brochure provided.

**Scheduling:** The more lead time we get the smoother the process goes. Once we can safely schedule your install we will call you to arrange the date. On both occasion you will be given a 4 hour window the day prior to. Adverse weather conditions can delay or change your scheduled date. Safety is our number 1 priority.

**JODI is in charge of scheduling. She is here M-F 9-2 pm at 774-261-4445. All scheduling questions must go to her!**

The Stone Cobblers are not responsible for any plumbing, electrical or carpentry work.

**I have read, understand, and accept the recommendations and requirements of this information sheet:**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_