

Solid Surface Countertop Expectation Form



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Date: _____
Company: _____
Salesperson: _____
PO#: _____

This form is to be completed for all solid surface countertop orders.

In order to ensure a quality installation, we are asking that the customer review, agree to, and sign this statement declaring our policies as part of their order. ***Please read the following carefully.*** The customer must sign to indicate their understanding and agreement. Thank you in advance for your assistance and cooperation with this effort.

Customer Information

Final Pricing: The initial purchase is an estimate of the projected price of the countertop project. The final price will be determined after the field template has been completed.

Product Information: Countertop samples and literature may vary from the actual countertop material. In addition, please be aware that some countertop colors may require more maintenance than others. Under ordinary use, dark colors will show dirt, dust, scratches, rubs, fingerprints, and watermarks more visibly than lighter colors and patterns.

Swirling, veining, or brush marks do appear in some colors such as Corian® Private Collection and Venaro colors, as well as, Formica Solid Surface® Stone, Mica, and Artifacts colors. Please be aware that with these colors seams will be more noticeable than with conventional solid surface colors.

It is the responsibility of the customer to ensure that their cabinets are plumb, level, and square prior to templating. All kitchen cabinets must be permanently secured to walls and/or floor. All cabinetry and end panels must be completely and permanently installed (set and level) prior to the date the field template is scheduled. The countertop must lie flat within 1/8" to eliminate stress on the corners, cut-outs, and seams. Cabinets that will rest on top of countertops (i.e. appliance garages, etc.) must be installed after the installation of the countertops. If Shad's arrives at the jobsite for the scheduled field template where cabinets are not plumb, we reserve the right to leave without templating. An additional trip charge may be assessed to a return trip.

Customer Authorization: The customer or designated decision maker (over the age of 18) ***must*** be present at the time of field template as well as time of installation, as the responsibility of approving all the details of the countertop will fall upon this person. Your designer will provide you with a copy of the drawing which includes all the details such as color, edge profile, etc. The field template supersedes all previous drawings.

Adequate Support: The surface type and material thickness dictates the amount of overhang permitted on a countertop. A solid surface countertop either 1/2" or 3 cm thick can support an overhang of 11" without additional brackets or corbels. However, at least 70% of the total countertop must be supported by cabinets, island, knee-wall, etc. All support brackets and corbels must be installed prior to the field template. New or existing cabinets must be structurally sound and able to withstand the weight of the countertop.

Consent: After installation is completed the customer will be presented with an Installation Satisfaction Checklist. The purpose of this checklist is to review with our installer that the entire template and installation process has been completed to the customer's satisfaction. We will also leave a use and care kit from the solid surface manufacturer. This kit includes maintenance supplies and instructions on caring for the countertops.

Scheduling

Field Template: Once the order has been received and processed, Shad's will contact the customer within two to three business days. We will coordinate an agreeable date and time with the customer to template the countertop.

Installation Date: Once the field template has been completed and the countertop is in fabrication, Shad's will contact the customer to schedule the installation. All post template adjustments must be paid in full prior to Shad's beginning fabrication, as material will not be ordered until they are paid in full.

Time Window: All field template and installation appointments will be scheduled directly with the customer with the understanding that a four hour window of time for arrival will be given. The job will be completed during our business hours of Monday through Friday, 8am to 5pm.

Cancellations: Template appointment cancellations require 1 business day prior notice during normal business hours. Installation appointment cancellations require 3 business days prior notice.

Template

Removal of existing countertops and appliances: If removal of existing countertops was purchased through Shad's Custom Countertops, we will remove all countertops, backsplashes, sinks, slide-in ranges, and cook tops at the time of template. When the template is completed we will set the existing countertops back in place temporarily. If removal was not purchased through Shad's; all countertops, backsplashes, sinks, slide-in ranges, and cook tops must be completely disconnected and removed from the cabinetry prior to the field template.

Sink, Faucets, and Appliances: Items to be mounted in countertops **must** be on the jobsite prior to the field template. Changes in specifications will not be accepted after the field template. The customer should coordinate with the designer to make arrangements for reconnection of plumbing and electrical items. Dishwashers, Cook tops and slide-in ranges **must** be in place **but not installed** (including gas ranges) at the time of field template and installation.

Installation

Appliances: Dishwashers must be in place at the time of countertop installation so that we may fasten the dishwasher to the underside of the countertop.

Cleanup: Installation of a countertop is a construction process and residual dust should be expected. The customer may want to drape or cover areas to help contain the dust to the construction area. The jobsite will be left in broom-clean condition.

Incidental Damage: Final wall preparation such as painting, wall papering, tiling, etc. should not be completed prior to installation. Care will be exercised during the countertop installation process, however, scrapes, punctures or dings to wall surface, scratches and scrapes to cabinetry are all possible. These are considered incidental damage and are the customer's responsibility to repair. In most cases cabinets can be easily repaired with a cabinet touch-up kit.

I/We, the undersigned, understand the information contained herein as attested by my signature below.

Customer Name (Please Print): _____

Customer Signature: _____ **Date:** _____

This waiver must accompany all Solid Surface orders. Please fax with order to 207-893-3442.