

COUNTERTOP REPLACEMENT PROCESS

Step 1 – Getting a Quote

In order to receive a quote for your countertop, please do one of the following:

- Measure and sketch your countertop layout on your own paper or print out a copy of the **Estimate Form**. Be sure and include all the details you have already decided like colour, sink selection, back splash, which edges are to be finished and which edge profile you want. If you want a rough estimate, you can fax us the estimate form at 1-888-503-2664 or scan and email it to us at: info@akribelasurfacing.com.
- To select your colour, you can either visit us at our office or arrange an in-home visit. It is helpful to have colour samples of your cabinet doors, flooring, tiles and paint in order to coordinate everything. We will help you with your countertop selections.
- We offer a few options to help make this process even easier for you. We can remove and dispose of your old countertops for you and can also arrange for a plumber to come in as we are finishing up our installation to hook up your plumbing for you. These options must be selected at the time we prepare the quote.

Step 2 - Estimate Approval / Purchasing your Countertop

Our policy is to collect 50% of the total prior to scheduling the template/field measure appointment. The Balance is due the day of or before the completion of the project. We accept payment by cheque, cash or by credit (by email invoice).

Step 3 - Scheduling of Template/Field Measure

Once we have received the deposit, we will arrange a convenient time to schedule the template/field measure. We will order the materials needed to fabricate your countertops at this point.

Step 4 - Template/Field Measure

A template is an exact pattern of your countertop. To make this template, the following requirements **MUST** be met:

- All cabinets must be **permanently** installed, plumb and level
- All sinks, faucets and appliances must be on site
- The Decision Maker **MUST** be on-site to confirm and sign off on all countertop details.

Step 5 - Installation

We will call you when your countertops are almost completed to schedule an installation date. Existing countertops must be removed prior to installation (You may have arranged for us to take care of this when we prepared your quote). To prepare your home for your new countertops, please clear all surfaces, access and entryways into your home and work area.

Step 6 - Final Payment upon Completion

Once your countertops have been installed, we will collect the final payment and review the care and maintenance of your new countertops.

Our goal is to make the installation experience as painless as possible. You are the most important part of the process and if these instructions are followed, you will help us to achieve our goal.

Remember, if you have any questions, we're here to help.

Step 7 – Optional Feedback

We love to hear your feedback. As many of our previous customers have done, you might want to provide us with a 'Testimonial' for our website. Or maybe, you would like to refer a friend or provide some helpful suggestions or ideas for improvement. If so, please email it to us at info@akribelasurfacing.com. All feedback is welcome.