



6458 Nevilane Drive
Duncan, BC V9L 5S6
Phone: (250) 746-9652
Toll FREE: 1 (888) 616-5639
Fax: 1 (888) 513-2664

Customer Expectation Sheet & Checklist

In order to ensure a quality installation, please review and sign this Checklist and return to us with your signed Estimate. Please read the following carefully. Thank you in advance for your assistance and cooperation.

Order Process: Once we receive your signed Estimate, Checklist and Deposit, we will place the order for your materials and/or sink(s). Once the material has arrived, we will contact you to request access to the site for templating. This final measure (templating) will take place just prior to the fabrication of your countertops, when all cabinets are permanently in place and the pertinent information below is at hand.

Final Pricing: The initial quote is an estimate of the projected price of the countertop project. The final price will be determined after templating has been completed. Construction & installation details cannot always be foreseen with a plan drawing and/or measurements.

Product Information: Countertop colour samples and literature may vary from the actual countertop material. Also, some countertop colours may require more maintenance. Under ordinary use, dark colours will show dirt, dust, scratches, fingerprints and watermarks, etc. more readily than lighter colours and patterns. Please be aware that seams may be more noticeable with some colours than with others. We can assist you in your selection of a colour that is suitable for your décor and needs.

Customer Responsibilities: It is your responsibility to ensure that the cabinets are plumb, level and square. All cabinetry/end panels must be permanently installed (set and level) prior to the date your countertops are scheduled for templating. Our countertops must lie flat within 1/8" to eliminate stress on the corners, cut-outs & seams and be eligible for warranty coverage.

All items to be mounted in the countertops must be on the job site prior to the date of the template. Changes in specifications after templating will result in additional charges. All cut-out information (sinks, faucets, cook-tops, slide in ranges, etc) must be at the job site when we come to template.

The customer (or designated decision-maker) must be present at the time of measure/template & installation and will be responsible for approving all details. The template will supersede all previous drawings.

Customers are responsible for removing items from their countertops and emptying their cupboards in advance – if this is not done in advance, we will bill you at \$100/hour. This will be added to your final invoice.

Pertinent Information: At the time of the final measure, you must provide all detail specifications, including sink type, cook-top and faucet information, edge treatment, splash selection, etc. to avoid additional site visits which will be charged to you. Any delays in providing all pertinent information will result in delays in completion. Your quote is based on the information that you have provided to us at the time we prepare the quote. Any changes to specifications, details, sizes or colours after acceptance of this contact will result in additional costs and a delay in the installation of your countertops. *Additional costs are the responsibility of the home-owner, even if requested by a contractor.*

Countertop and Overhang Support: Our ½" thick solid surface countertops can support an overhang of 11" without additional brackets or corbels as long as at least 70% of the total countertop is supported by cabinets/island. All overhangs in excess of 11" will require additional support. Both new and existing cabinets must be structurally sound and able to withstand the weight of the countertops.

