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New countertops are very exciting and we are thrilled you have selected World Stone Inc. as your fabricator. We will work with you to make sure your project goes as smoothly as possible. Occasionally issues arise that World Stone Inc. cannot assume responsibility for. Listed below are things you need to know and expect during the process of getting your new countertops.

Customer Requirements: It is the **client's** responsibility to approve and sign off on job information sheets. Changes must be in writing, signed and dated by client. The client must retain copies of all job information sheets, both original and changes. Lack of signed job information sheet will delay fabrication and void original expected install date. Cook top, faucet and sink information must be available before an install date can be given. Cook top and sinks **must** be on jobsite during installation of countertops to avoid a "return trip charge".

It is the client's responsibility to ensure all cabinets are plumb, level and secured to the wall prior to template date. World Stone Inc. cannot assume liability for walls or cabinetry that is not straight or level. Bows in walls leave gaps behind granite; consider tile or alternate backsplash options.

Incidental Damage: Final wall preparation (i.e. painting, wall papering etc) should not be completed prior to countertop installation if at all possible. Care will be exercised during countertop installation; however, scrapes, punctures, or digs to wall surfaces are possible as are scratches and scrapes to cabinetry. If we remove existing countertops we are not responsible for damaged cabinets or old countertop. Large pieces of granite going between 3 walls are very awkward to get into place. We can place a seam to minimize possible risk of wall/cabinet damage. If a seam is unacceptable, any damage incurred during installation is then responsibility of the clients'. These items are considered incidental damage and are the client's responsibility to repair.

Plumbing: World Stone Inc. is not responsible for faucet fitting or plumbing. We do not "hook up" sinks and faucets. It is the client's responsibility to have plumbing completed 24 hours after countertop installation. This time frame gives the sinks time to cure. It is the client's responsibility to make sure faucets will fit with selected sink and backsplash options.

Cleanup: Installation of a countertop is a construction process and residual dust should be expected. The client may want to cover areas to contain the dust to the construction area. World Stone Inc. will leave our work area in broom-clean condition.

Signed: _____ **Date:** _____