



## CAESARSTONE CONNECT CUSTOM COUNTERTOP FABRICATION AND INSTALLATION TERMS & CONDITIONS

Thank you for choosing Caesarstone to provide your custom countertop installation. A carefully selected independent custom countertop Service Provider will perform the template, fabrication and installation of your countertop. In order to make this a successful process and experience for you, your participation and cooperation is needed.

### PLEASE ENSURE THAT:

The homeowner or a designated representative over 18 years of age or older must be present during the entire template and installation process. This person must be authorized to approve all completed work and sign off on a completion certificate signifying all work has been done to their satisfaction. The signing of the completion certificate will constitute the authority of the individual to do so. Service Provider will not and cannot proceed without a person of authority present, cabinets installed correctly, and drywall/wall finishes complete.

If these or any of the below preparation requirements are not met, an additional trip charge may be applied and an appointment to reschedule will be made.

### PROJECT PREPARATION:

- Service Provider will contact homeowner within 2 business days of receipt of order to schedule appointment to prepare a template of the surfaces which will receive the custom countertop.
- A minimum 48-hours' notice is required if a scheduled appointment must be cancelled/changed in order to avoid an additional trip fee.
- If you are installing new cabinets: all base cabinets, doors and drawer fronts, support panels, etc. must be permanently set/level and secured to the wall/floor. All plumbing and electrical work is the responsibility of the homeowner. Failure to do so may result in an additional charge for a return trip.
- **All cabinets must be permanently fixed, installed and level to within 1/8" on a 9-ft. run.** Service Provider will not be responsible for leveling cabinets. Please ensure that all end panels, finish caps, tangential walls, and trim pieces are permanently installed before template appointment. Failure to do so may result in an additional charge for the return trip.
- If you are using existing cabinets; all existing countertops must be removed prior to template appointment date. Any leveling, structural repair, plumbing and electrical work is the responsibility of the homeowner. Cabinets should be cleared, and all items removed from under the sink prior to template appointment. Failure to do so may result in an additional charge for a return trip.
- Parking must be provided by customer on template and installation day. If Service Provider is asked to halt work due to HOA noise requirements, hours, etc., an additional trip charge may be applied to complete installation at another time. It is your responsibility to inform the Service Provider at the time of template scheduling of any HOA restrictions and/or covenants regarding noise, hours etc.
- All new or existing sinks, faucets, cooktops and stoves that will be installed need to be onsite at the time of template appointment. All required products, cutout information and/or product templates are to be given to the Service Provider at the time of the template appointment. If final installation of the appliances requires modifications to cabinets, it is the responsibility of the homeowner to have those modifications made prior to the installation.
- If you are purchasing an under-mount sink: please make sure the sink dimensions fit the INSIDE measurement of the cabinet.
- 24" cabinet - 19" sink max., 30" cabinet - 24.5" sink max., 36" cabinet - 31.5" sink max.
- All farm sinks that will be under mounted must be installed/secured to the cabinetry prior to the template appointment. Plumbing should not be hooked up to the sink prior to the final installation of the countertop as this may impede the installation.
- Full height backsplash (those that run the entire space between the countertop surface and the bottom of the wall cabinets) installation may require to be measured after the countertop installation to ensure accuracy. The Service Provider shall determine this at the time of initial template appointment. If an additional trip will be required to install the full height backsplash, customer will be responsible for an "Additional Trip Charge".
- Removal of existing countertops may expose unpainted or unfinished walls or cabinet areas which may not be fully covered by the new countertop installation. Homeowner assumes the responsibility for patching holes, painting, tiling, and/or replacing trim on newly exposed surfaces. It is recommended to wait until after your new countertops are installed to do any work on newly exposed areas not covered by your new countertops.
- Existing countertops must be removed prior to the template appointment date by others unless Service Provider is contracted to perform tear-out and disposal of existing countertops. All existing sinks (other than Farm Sinks), faucets and appliances must be unattached and uninstalled prior to template appointment date.
- If Service Provider performs a tear-out of existing countertop, Service Provider is not responsible for leveling the existing cabinets if found to be out of level.
- At the time of the template appointment, if there are any deviations from original project specifications, Service Provider will contact Retailer with any changes due to specification changes, additions, subtractions or variations in square footage and/or option items. Service Provider will not proceed with

work until authorized to proceed by Retailer.

- Changes may result in the rescheduling of the installation date. The new installation date may be up to 10 working days\* from the time the Service Provider receives approval from the Retailer to proceed. Approval time to proceed varies depending upon your approval and payment for the change order.
- If additional template trips are required due to any changes or a person of authority not being present at the template appointment, the installation may be delayed and customer will be required to pay a trip charge associated with the need to re-verify template at the jobsite.
- After template completion, all project details will be considered final and CANNOT be changed.
- Service Provider shall confirm template and installation appointments 1 to 2 business days prior, with a 3-hour window of arrival due to unforeseen traffic delays. Actual installation time shall vary depending on factors such as jobsite conditions, project complexity, scope of the installation, acts of nature or power outages.

#### FABRICATION/INSTALLATION:

- All sinks must be made available to the fabricator for precise cutting. Service Provider is not responsible for any situations where plumbing has been reconnected before job completion. Please note the job cannot continue without sink being available at time of the template appointment.
- Prior to installation, please cover anything you want to protect.
- Access to water and electricity is required so Service Provider can complete any detailing required. This will result in some dust, so please take precautions to cover anything you want to protect.
- Any debris created by the Service Provider will be removed and disposed of by the Service Provider. Homeowner is responsible for any debris removal and disposal not created by the Service Provider.
- All seam locations are determined by the Service Provider and they reserve the right to place seams in the most structurally sound locations. **Seam locations are determined after engineering review by the Service Provider and are not determined at the time of the template appointment.**
- Cook-tops will need to be disconnected. Ranges and refrigerators may have to slide out if the space is too tight. Ranges and Refrigerators should be moved out of their cabinets to allow the installers free access to all countertop edges. It is the homeowner's responsibility to move and/ or disconnect all appliances.
- Please have all pets secured prior to appointment/installation dates.
- Make sure all pathways are clear of any obstructions. Countertops are heavy and require a clear and safe path to maneuver them during installation.
- Waste material which results from the fabrication process cannot be provided to or left with the customer, due to sharp edges of this unfinished product. **Only fabricated, permanently installed product will left in the home.**
- All final prep, sheetrock, drywall/wall finishes, and detail work not associated with the countertop installation are the responsibility of the homeowner and need to be completed prior to the countertop installation.
- Allow 24 hours for all silicone and/or caulking to cure prior to countertop use.
- Please wait a minimum 24 hours to plumb under mount sinks.
- **Upon completion of your new countertop installation, you will be asked to sign a completion certificate. It is the responsibility of the homeowner to inspect the work thoroughly and bring any concerns immediately to the attention of the installers. It is our goal to deliver quality products and services. Your satisfaction is of highest importance.**
- Countertops must be installed within 90 days of template completion.

#### CANCELLATION:

- Prior to the template appointment, the order can be cancelled and refunded.
- Orders cancelled after templating but prior to fabrication will be subject to a template fee being withheld from the refund.
- No refunds due to cancellations after fabrication commences.

#### WARRANTY:

- Caesarstone warrants that all labor will be performed in a good and workmanlike manner and will be reasonably free of defects for one year following completion of the installation. Caesarstone warrants the countertops according to the terms of the Residential Lifetime Warranty, which can be found at [caesarstoneus.com](http://caesarstoneus.com) or furnished by the Retailer upon request.

#### FAQ's:

1. **How do I change my template or installation date?** If you would like to or need to reschedule your template date please contact Service Provider at least 48 hours before your scheduled template date. The same applies to the rescheduling of an installation appointment.

2. **When can I expect to be contacted to schedule my template appointment date?** Generally, you will be contacted within 2 working days from receipt of your order by the Service Provider. If you have not received a call, please contact the Retailer.
3. **How long does it take to get my countertops installed after my template has been completed?** If, upon template completion no changes have been identified by the Service Provider, your new countertops will be scheduled for installation within 10 business days\*. The service provider will contact you to confirm an installation date. If changes are required, those changes will be communicated to the Retailer, who will contact you to review those changes and arrange for any required additional payment or refund. Once this is completed and the Service Provider has been notified to proceed, your countertops will be installed within 10 business days\*.
4. **What if I am not home at the promised date & time of the template appointment or installation?** The Service Provider will leave a note confirming that they attempted to complete the appointment. They will not return, and they will make no attempt to return to complete the scheduled service. You must contact the Retailer to pay for rescheduling of the appointment.

\*During peak periods this time could vary.