



Top Master Inc.
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WHAT TO EXPECT WITH THE INSTALLATION OF YOUR COUNTERTOPS

ATTENTION

Being an informed customer is an important part of the countertop process. In order to ensure a positive experience, we are asking that you review and sign this statement of our policies as part of your order.

SCHEDULING

TMI will call to schedule template & install dates upon first contact. TMI will also call the day before template and the day before installation to confirm the time and date of arrival. If you have a Monday install you will be contacted on Friday.

Please keep in mind that Top Master will do its best when scheduling your template and install, to give you the most accurate window time to complete the job. Unfortunately in some cases templating or install can run into unforeseen circumstances that might add to the time frame of a job. Please keep a flexible schedule on the dates of your scheduled template & install.

CABINETS MUST BE LEVEL AND IN-PLANE

All base cabinets must be set and permanently attached to wall and/or floor and be level and in-plane before template, and **MUST NOT** be moved at all after template. Any uppers that sit on the lowers (including appliance garages) need to be installed to locate the start/stop point of the template, cove and any other splash. The template technician will determine if you must remove appliance garages or tambour doors or cabinets that install directly to the countertop surface. We do not remove these items that are integral to your casework.

AT TIME OF MEASURE/TEMPLATE

A decision-maker over the age of 18 must be present while measuring and be responsible for approving all the details of the countertop. All loose items should be removed from the countertops and adjacent walls. In some cases, existing countertops and/or backsplashes will need to be removed prior to templating. This is to ensure an accurate fit of the new countertop. At this time the template technician will advise as to whether or not you will need Top Master Inc. to provide additional supports for overhangs or cabinet reinforcements.

*Please also note if you are replacing any sheet rock this must also be complete before TMI can template.

NOTE: THERE WILL BE NO CHANGES ALLOWED AFTER THE TEMPLATE PROCESS IS COMPLETE.

FINAL PRICING

Your initial purchase order is an estimate of the projected price of your countertop project. The final price will be determined after the field verification has been completed post template.

SINKS, FAUCETS, RANGES, COOK TOPS AND APPLIANCES

Items to be mounted in or coordinated with the countertops must be on the job site prior to the date of field template. These include items such as sinks, faucets, soap pumps, hot/cold water dispensers, cooktops, dishwashers and refrigerators. If these items are not present for the field template we may have to put your job on hold. At that time your job may have to be rescheduled incurring a *trip charge.

Your appliance installers must install all new cooktops and downdrafts. If contracted to, we will remove and reinstall your existing cooktop and countertop mounted downdraft unit only if they are located in their original positions. Top Master, Inc. is free of liability of floor damage if we are required to move your refrigerator or stove to access the countertops.

AT TIME OF INSTALLATION

Our installers are moving heavy countertops and working with potentially dangerous tools. You should avoid the work area and provide unobstructed access. Old countertop removal and disconnecting of the sinks and/or cooktops should be done before the installers arrive, unless you have contracted with us to remove them. After installation, we will clean the immediate surface areas and leave the job site in "broom swept" condition. Installation of countertops is a construction process and residual dust should be expected.

****Please be advised that during inclement weather you will be responsible for clearing an access path free of ice and snow. This is for the safety of our installers as well as protecting your new countertops.**

***TRIP CHARGES**

A trip charge will be assessed when a job site is not ready at either template or install.

TEAR OUT

If you have contracted us to do tear out:

Top Master, Inc. will need to know the year your house was built to determine the proper procedure for removing your existing countertops per EPA regulations. Tear out includes removal of your existing countertops and hauling the debris from the jobsite for disposal. Please discuss this option with your salesperson as certain conditions apply. Removal of existing backsplash may result in wall damage. Plan your new splash to cover. There will be considerable debris from the removal of existing tops and tile. Drawers should be removed and cabinets cleared out.

PLUMBING

If you have contracted us to do the plumbing:

Please have all water turned off at all shut off valves.

Re-plumbing includes new stainless steel baskets, p-traps and supply lines as needed. It does not include moving supply lines, drains, PVC stacks, or any work outside the immediate area. Any reused faucets or disposals will be plumbed if possible. Top Master, Inc. is free from liability with failures of reused parts (such as disposals.)

INCIDENTAL DAMAGE

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed prior to installation if at all possible. Care will be exercised during the countertop installation; however, scrapes, punctures or digs to wall surfaces are possible, as well as scratches and scrapes to cabinetry. These items are considered incidental damage and it is your responsibility to repair. In most cases, cabinets are easily repaired with a cabinet touch-up kit.

SIGN OFF

After the countertop has been installed, you (or a decision-maker over the age of 18) must be present to inspect the countertop. If applicable to your job, an installation customer approval form will be provided, which you will be asked to sign. This does not free us from any future liabilities, but acts as proof of delivery.



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QUICK CHECKLIST

1 -2 Days Prior to Job Going to Production:

- Visit the showroom or granite shop to approve the bundle of stone from which your countertop will be made. This is only necessary if you are ordering a non-stock or exotic granite. Please schedule an appointment at least 24 hours ahead of time. Contact your sales person immediately if there are any changes to your order.

FOR TEMPLATING:

- Clear countertops
- All fixtures need to be on site (faucet, sink, hot/cold water tap, air gap, soap dispenser, range cooktop, downdraft, etc.)
- Confirm job details with the template
- Confirm shape of the island
- Remove the appliance garage
- New window installed
- All new cabinets installed
- Have window casing on-site, confirm shape of sill

FOR INSTALL:

- Clear countertops and entry
- Empty lower cabinets
- Move appliances unless we are contracted to complete
- Install support for overhang unless TMI has been contracted to provide & Install.
- Remove countertops, no underlayment's are required

AFTER INSTALL

Wait 24 hours to start plumbing. Use 100% silicone, no plumbers putty on the countertop surface. The splashes should be installed after the countertops.

I have read this document and know what to expect

Customer Name _____

Customer Signature _____

Date _____