

# RESPONSIBILITIES AND CONDITIONS



Contract Number:

Important information for the production and the installation of your stone surface

## BEFORE THE INSTALLATION:

- A deposit of 50% from the total amount of your purchase will be required to confirm the order.
- Do note that the price given is an estimation and that there is a possibility that it will be adjusted after the final measures are taken. If that were to occur, you would be informed within the briefest delay possible.
- The balance of the sale will be due 48 hours before the installation.
- We will communicate with you between a delay of 48 hours after the confirmation of your order, to book an appointment to take the measurements in your property.
- Before taking the measurements, it is your responsibility to make sure that your cabinets are aligned properly and that their installations are completed.
- Cabinets that are not levelled properly will be required to have wedges used. These wedges could be visible from the front or from under the counter. It will then be of your responsibility to add a piece of garniture to cover the space left by the wedges.
- While taking the measurements, if your existing counter is still in place, it should be properly cleared of all objects. However, it has to be taken off before the installation or else extra fees of 200\$ minimum will be charged for the extra work needed to have it removed. It is your responsibility to give us a notice before hand if that were to be the case.
- Granite, marble or quartz are products that are very heavy and hard to manipulate. All electronic appliances will have to be taken out, disconnected and put away far from the work space. However, if not done, we will not be accounted for any accidental damage occurred.
- For all executed work, our installers and/or technicians will be wearing boots for security reasons. Therefore it is strongly recommended to cover your floor before their arrival.
- During measurements, sink, supports, and all electronic appliances must be in place.
- All finishing work (such as backsplash, paint, tapestries, etc.) should be done after the installation. Our team works in the most delicate way possible, however mishaps may occur during the installation and we will not be held responsible for any reparations.
- It is essential that the cabinets that are in place at the moment of the installation are strong enough to support the weight of the counter.

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## DURING MEASUREMENTS AND/OR INSTALLATION

- After measuring, all changes that would influence the configuration of the space will require to take new measurements, which will be added to your bill.
- At the moment of measuring or installation, you must yourself or any other person you delegate the power to make decision in your stead must be present.
- The installation should occur between a gap of 10 working days extendible after the final measurements are taken. The date shall be confirmed with you. Do take note that the precise hour of the installation will not be available to you in advance. However you will be able to choose between the morning or the afternoon depending on your convenience. We can also notify you an hour before the arrival of our team if necessary.
- All plumbing work and the removal of the previous counters are of your responsibility.
- At the arrival of the technician and/or installer, if one of the conditions mentioned in this document is missing, de measuring or installation could be moved, and a new appointment will be needed. Extra fees for travelling will be charged: measuring: 150\$ and installation: 300\$
- You must be present during the installation, however for your security and the security of our technicians, please stand away of the working area. Once the installation completed, we will ask you to verify the state of your stone surface. You will then have to verify in profound details since once you have accepted the product, no claims will be accepted. You will need to sign a paper that will be given to you to confirm your satisfaction.
- We offer quality service and materials. Our biggest worry is your satisfaction, this is why we have an effective after-sale service. We offer to come back to the location of the installation in a delay of 3 days if you are not satisfied or if a problem would happen to occur during the installation.

### IMPORTANT

It is essential to know that granite and marble are natural stones. Which means that there are normal variations in the level of colours, shades and designs. Furthermore, natural stones can also have small rifts. Therefore we strongly recommend that you, choose your own slab and inspects the slab properly in our warehouse, as the sample may not be perfectly representative.

Client's Signature: \_\_\_\_\_ Representative's signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date : \_\_\_\_\_