

# Natural Stone Quartz Surfaces

We want to ensure you understand the scope of our work.....

## THE MATERIAL

*Natural Quartz Surfaces* contain **93% pure natural quartz**. Variations in pattern, colour, and the size, shape and shade of the particulate are inherent and unique characteristics, which are to be expected with this product. The dimensions of our slabs are approximately 120" by 54". The layout of your cabinetry, and material utilization will determine the number of seams you will have and their locations. All seams will be visible to the eye and to touch. Where there are seams, the product pattern and shade may change.

## AT TEMPLATING

We require the **decision-maker to be present** at the time of pre-production measurement/templating to review the specifics regarding your project. All cabinets must be secured in their permanent location prior to the measuring process. All sinks/faucets/cooktops and any other appliances requiring cutouts, along with their templates, must be on site and available for accurate measurement. Please have existing countertops, if any, cleared by the morning we are scheduled to measure. Existing backsplashes may need to be removed for accurate templating.

Please note that all undermount sink cutouts will be done in accordance with the manufacturer's undermount template specifications and any deviation from the manufacturer's template must be submitted in writing, accompanied by a modified template. If there are to be changes from the factory template, there will be a cost up-charge.

## AT INSTALLATION

The **decision-maker must be present** at the time of installation. Please ensure that all appliances, sinks, faucets, etc., are on site. Additional charges will be incurred for return trips.

If you have existing countertops, and have **not** contracted to have them removed, please have this done prior to our arrival. If the supplier is removing the countertops please have them completely clear on the day of installation.

Removal by N/A Supplier Others

If you have not contracted for plumbing and electrical disconnects, please ensure to have this done prior to our arrival.

Disconnect by N/A Supplier Others

The sink and cooktop cabinets need to be completely empty, with any drawers removed. All other top drawers must be either emptied or removed.

## QUARTZ SURFACES WARRANTY

Our quartz suppliers offer the following limited warranty to the end users of our quartz products:

"For a period of **ten years** from the date of installation, the material will be free from manufacturing defects. This limited warranty **does not** apply to colour variances – either within a slab or on adjoining pieces, dislodged particles, thermal shock, chemical abuse or defects caused by misuse such as scratches or chipping. If a manufacturing defect occurs within the warranty period, the supplier will, at their option, repair or replace the defective quartz products at no cost to the end user, including labour charges. More details and information can be viewed at our suppliers' websites.

The fabrication, installation and site labour is warranted for a period of one year from installation date.

## CARE AND MAINTENANCE OF QUARTZ SURFACES

*Natural Quartz* countertops are easy to clean and maintain with soap and water, or glass cleaning products like **Windex®** or other cleaning products containing vinegar. From time to time you may need to also use an abrasive cleaner/buffer such as **Scotch-Brite by 3M**. The advanced stone technology of quartz makes our products extremely resistant to damaging chemicals. You may use the following cleaners and products to remove difficult spots or spills: Acetone, Ammonia, Formula 409®, Vim Crème Cleaner, Windex® Vinegar, Mineral Spirits, Lysol® Vinegar, Bleach, Rubbing Alcohol.

**Caution must be observed with the following:** Products containing oils or powders may leave a residue. Extreme heat will cause the material to crack. Repetitive exposure to extreme heat, contact with oven cleaners, Drano®, Liquid Plumber®, and floor stripper may damage the polished finish or discolour the stone.

**Difficult Spots:** Soak affected area with one of the recommended cleaning products for up to 10 minutes. Scrub the area.

## CANCELLATION POLICY

Cancellation of any order is subject to a minimum 20% handling charge.

Quartz Brand & Colour 1) \_\_\_\_\_ 2) \_\_\_\_\_  
3) \_\_\_\_\_ 4) \_\_\_\_\_

## CUSTOMER SIGN-OFF (Must be signed by customer before order can proceed.)

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Dealer or Supplier Representative \_\_\_\_\_ Date \_\_\_\_\_

*Thank You, for choosing Quartz Surfacing for your project.*