



A PRACTICAL GUIDE FOR YOUR PROJECT

Countertop FAQs

Planning, materials, care and installation

Crafted for the moments that matter.

Clear answers to the questions customers most often ask before selecting, ordering and installing a new countertop.



01 GETTING STARTED

Planning & selection

Understand the typical project sequence and how Colonial helps you preview material before fabrication.

01

PLANNING

How long does the whole process take?

For quartz and natural stone, templating is typically scheduled within 1-2 weeks, and drawings are usually ready within 48 hours of the template appointment. Once the drawings are approved and the material is in stock, fabrication and installation generally follow within 2-3 weeks. Laminate projects often have a faster turnaround. Custom colours and special-order materials may require additional supplier lead time.

02

SELECTION

Can I see the actual slab before ordering?

Yes. Natural stone customers can visit a Colonial showroom to view the physical slab before committing. For quartz, showroom samples are available, along with photo overlays that preview how the veining will appear on your specific kitchen or bathroom layout. This gives you greater confidence before fabrication begins.



02 EVERYDAY USE

Care & performance

Choose the right material for your maintenance expectations and daily kitchen habits.

03

CARE

Do countertops need to be sealed?

Quartz and porcelain countertops do not require sealing. For natural stone surfaces such as granite and marble, Colonial applies three coats of sealer at installation and recommends annual resealing as part of routine care.

04

PERFORMANCE

Can I put hot pans directly on the countertop?

Colonial recommends using trivets on every countertop surface. Direct heat can damage quartz and laminate. If heat resistance is a priority, porcelain and granite provide the best performance among the materials Colonial carries.



03 PROJECT DETAILS

Installation & service

A concise overview of seams, sinks and the showroom network serving customers across BC and Alberta.

05

INSTALLATION

Where will the seams be?

Seam locations are determined during templating and fabrication to balance appearance and structural integrity. The team aims to position seams away from focal points and high-traffic areas whenever possible. The seam plan is reviewed with you before fabrication begins so there are no surprises.

06

SINKS & FAUCETS

Do you supply and install sinks and faucets?

Yes. Colonial sells and installs sinks and faucets with countertop projects. Undermount sinks are a popular choice for stone and quartz because they create a seamless, easy-to-clean finish. Laminate countertops use drop-in sinks because undermount installation is not compatible with laminate.

07

LOCATIONS

Where are you located?

Colonial has eight physical showrooms across BC and Alberta: Victoria, Nanaimo, Courtenay, Burnaby (serving Vancouver), Abbotsford, Kelowna, Kamloops and Calgary. Prince George customers are served through the Kelowna showroom. Colonial provides consultations, material samples, fabrication and installation services across its service area.

Ready to begin your project?

Visit colonialcountertops.com to request a quote or book an appointment.