



Congratulations!!! You are getting new countertops installed in your home.

This checklist is designed to avoid delays and ensure a smooth process for both the customer and company.

The Basics of Getting New Countertop Installed

1. Visit our Showroom and choose your material, edging, sink, and other options at A&A Granite Kitchens and Baths
2. Schedule a date for us to get an accurate measurement of your cabinets
3. Finalize your countertop choice and signoff for fabrication
4. Schedule your installation. Contact a plumber to disconnect before installation and reconnect after installation.
5. Enjoy your new countertop!
6. **Once completed your Sales Professional will follow up with you on your experience with us to make sure you are completely satisfied with your whole experience.** Write a review or testimonial on our Facebook page or website.

Before Measurement and Template

- Review our materials, edging, sinks, options, and request an estimate
- Sign estimate in office or return to us by email
- Make deposit of 50% (Visa or MasterCard accepted by phone)
- Schedule Template Date & Time (Templators arrive within schedule time not on the hour. If time is 1pm – 3pm they will arrive within that time period. Allow 1-2 hours for template for normal kitchen)
- Ensure everything is ready for templating by Date & Time scheduled. (See section below)
- If you need to reschedule please do so with a minimum notice of 48 hours
- **AN ADULT OVER 18 MUST BE PRESENT AND ABLE TO MAKE DECISIONS AND APPROVE COUNTERTOP DETAILS!**
- If replacing existing countertops clean off countertop, access to countertop, and surrounding area
- If new cabinets **ensure lower cabinets are fully installed**, secured in place, and LEVEL. (1/8" per 10' Run)
- Have faucets, sinks, cook tops, and other fixtures needing cutouts on site unless purchasing from New View or delivering to us later. (Fabrication will not be started until we have required items)
- It is recommended to have appliances in place at templating. If not customer takes full responsibility for fitting.
- Discuss seam location and install concerns with templator and be available if they have questions for you
- Sign template sheet to make final approval for fabrication (Or contact our office for revised quote/details)
- If any adjustments to the original project estimate are required our office will contact you with a final estimate.
- Make final deposit payment if you have not already made (Total of 50% is required BEFORE FABRICATION)

Day of Measurement and Template

***If a responsible adult is not present, no one is home, the cabinets are not ready on the day of template, or you cancel after the 48 hour window; we will re-schedule your project and you may be charged a return trip fee minimum of \$150.**

Before Fabrication

- Ask any questions regarding material, edging, sinks, seams, etc
- If you choose to layout the slab please call us to schedule time (if you choose this option we will not begin fabrication or schedule install until layout is approved)
- **Then we will email you the layout for your approval. You will be able to see where the seams are matched and where the sink and other appliances are on the layout as well.**

- Once approved, it will be sent to our CNC water-jet machine where it will cut it out with the utmost accuracy.

Until the total 50% deposit has been received, and all decisions have been made and signed off in writing, fabrication will not begin and your project will not be added to the installation schedule.

Day of Installation

- AN ADULT OVER 18 MUST BE PRESENT AND ABLE TO MAKE DECISIONS AND APPROVE COUNTERTOP DETAILS!
- For safety keep children, pets, and yourself away from construction area and path of access.
- Create a clear path to the installation area and cover any furniture or floors (Do NOT place plastic on floors)
- Move all breakables, valuables, or obstructions from area. Including items in cabinet under sink location.
- Disconnect plumbing, gas, and electrical equipment (Our installers cannot do disconnects)
- If we are not removing your old countertop ensure it is removed and all items are disconnected (If not removed we will remove and there will be a charge)
- If advised during template you need countertop supports for overhangs have them installed
- We will install your new countertop and sink but not any cooktops, faucets, etc, or make any connections.
- Some dishwashers only install by top mounts. Special adhesive brackets are needed for these and can be purchased from New View for a small cost.
- Upon completion of your project our installers do a basic clean then review you completed project with you for inspection and signoff. Pictures might be taken of the completed work.
- Make final payment (either give check to installers or call our office with Visa or MasterCard)

We suggest you schedule a plumber at least a few hours before installation for disconnect and the day following for the reconnect. If the plumbing is not disconnected when installers arrive we will reschedule your installation for our next available date and you will be charged a return trip fee minimum of \$150. We can recommend a plumber if needed.

While A & A Granite Kitchens and Baths is committed to excellence, high quality, and will take every precaution please be aware that countertop installation is a construction process. Noise, dust, and scratches to walls, cabinets, floors, or nearby items are rare but possible. These items are considered incidental damage and are the customer's responsibility to repair. If there is ever an issue on any phase of the process we will get it resolved quickly to your satisfaction. We also offer a full one year warranty on all of our labor and materials on your project.

Material Disclaimer – Marble, Granite, and other natural materials do vary in color, polish, structure, and movement. Inherent in these materials are sometime visible fissures, pits, and inclusions that are not flaws in the stone. It is the customer's responsibility to review material for unwanted spots. While A&A Granite Kitchens and Baths only uses the best quality stone available it does not guarantee flawless materials.