Updated 8/1/2025

SURFACE CREATIONS

Homeowner Template/Installation Guidelines

Thank you for purchasing your countertops through our locally owned and family operated business! In order to prepare your home for our template and installation visits, please confirm that the following conditions are met prior to our arrival:

Job Site Accessibility (pertains to both template and install)

- ❑ For safety purposes, the job site must be clear of all other tradespeople, contractors, homeowners, and pets for the duration of our work there.
- ❑ An authorized individual over the age of 18 should be available to answer questions should they arise from the team on site.
- ❑ If no one will be on site, ensure that the door is unlocked and the job site is easily accessible. Provide SCVT with clear, written instructions for areas that may require additional information and a contact number for questions, if needed.
- ❑ The job site must be equipped with electricity and heat (to at least 55 degrees).
- ❑ There must be a clear and safe pathway from the parking area to the work site(s) (including weather related clean up).

Template Requirements

- ❑ All existing countertops, backsplashes, sinks, cooktops, etc. must be completely disconnected and removed from cabinetry.
- ❑ All surfaces to be templated must be clear of all objects, tools, or other debris.
- ❑ The countertop must lie flat within ⅛" to eliminate stress on corners, cut-outs and seams. It is the responsibility of the homeowner to ensure that all installation surfaces are level, plumb, and square.
- ❑ All cabinets must be permanently secured to walls and/or floor, including end panels. (Cabinets that will rest on countertops must be installed after the installation of the countertops.)
- ❑ Farm sinks must be permanently installed within a cabinet prior to template.
- ❑ All appliances, sinks, faucets, and their accessories must be on site and easily identifiable.

Installation Requirements

- ❑ All surfaces to be installed on must be clear of all objects, tools, or other debris.
- ❑ Any supports required for overhang must be installed prior to arrival for installation.
- ❑ If additional teams are required to lift in a piece, an additional charge will be added. If the piece requires a boom/lift or additional equipment for installation it will be the responsibility of the homeowner to address and pay for. If deemed necessary we will add a seam to a piece to safely get it into your home.
- ❑ Please note that we anticipate one trip for template and up to two trips for installation.

Client Expectations

- ❑ You must allow 24 hours after an undermount sink installation to hook up plumbing in order to allow the silicone seal time to cure.
- ❑ Incidental damage to the walls surrounding the installation area is to be expected. A panel or appliance going right up to the installation area should be considered a wall and we recommend removing or allowing fit relief to avoid damage. In cases of a 3-wall fit there is a higher likelihood of wall repair needed after installation. Wall surfaces (paint, wallpaper, tile, tall panels, etc) should be completed after countertop installation.
- ❑ Quartz and Stone are natural materials and you should expect to see and feel your seams. Industry recommendations allow for a width of $^{1}/_{16}$" for a seam and $^{1}/_{8}$" perimeter gap.
- ❑ Pits and fissures are a natural part of the stone and can not be removed from the surface. In some situations, they can be filled, but will never become completely invisible. The ability to **view your stone** prior to template is always available and highly recommended.

- ❏ It is customary for homes to settle once countertops have been installed. This will occur in both new and pre-existing homes and is to be expected. Any damage to countertops caused by your home settling is not a warrantable claim.
- ❏ We offer a 1-year workmanship warranty. This covers the installation only. Chips, stains, scratches or other damage done by the homeowner or other contractors will not be covered. However, Surface Creations is available for service/repair calls for an hourly fee. Products often carry their own warranty. Contact the manufacturer for any product related issues. There is no product warranty on natural stone.
- ❏ You will need to re-seal your natural stone every 1-5 years as needed (depending on the color of the material and conditions on site). Please refer to the clean and care information for your product for details.

Final Pricing

- ❏ If the templater or installers arrive at the jobsite and ALL of the conditions have not been met, the appointment will be rescheduled and a trip fee will be assessed.
- ❏ If the template or install is canceled with less than 24 hours notice (barring medical emergency), a cancellation fee will be assessed.
- ❏ If the job has been templated, but the installation is delayed by the homeowner or designer (barring medical emergency), an additional charge will be assessed.
- ❏ The initial purchase order is an estimate of the projected price of your countertop project. Any changes made at the template will be re-quoted and sent to your designer the morning after your template. We will not proceed with fabrication until these changes have been approved. If there are major adjustments, you may hear from your designer the morning after the template to verify details or changes. If we do not get a confirmation from the designer by noon that day, production **WILL** be delayed!

After Installation

- ❏ If you have any questions following the install, please reach out to your designer at your earliest convenience. If you are unable to reach your designer, you can contact our scheduler directly at scheduling@surfacecreationsvt.com, who will then coordinate a follow up plan with your designer. In your email, please make sure to provide which designer you are working with, the job name if you have it, and what town you are located in.
- ❏ Enjoy your new countertops! We also always love to see pictures with all your final touches that bring the whole project to life. If you have a photo you would like to share, please send it to katie@surfacecreationsvt.com. Also, we know it is so much more common to speak up when something goes wrong than when it goes right, but if you enjoyed your experience with us, please share the love. You can find us on Facebook or on Google at SCVT-Claremont or SCVT-Milton.

Thank you again for your purchase! We look forward to working with you in the coming weeks.

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