



THINGS YOU SHOULD KNOW

WHAT TO EXPECT WITH THE INSTALLATION OF YOUR COUNTERTOPS

ATTENTION

Being informed is an important part of the Countertop process. In order to ensure a positive experience We are asking that you review and sign this document as part Or our policies and also as part of your order

CABINETS MUST BE FLAT AND SECURE

As part of our installation process the countertop must lie Flat to eliminate stress on the corners, cutouts and seams. Therefore, it is the responsibility of the contractor / homeowner To ensure that the cabinets are flat. All cabinetry must be secure To the walls and / or floor. The template specialist will determine If you must remove appliance garages or tambour surface. We do Not remove these items that are integral to your casework.

SINKS, FAUCETS, AND APPLIANCES

Must be on the job site prior to the date of field template.

These include items such as sinks, faucets, soap pumps, Hot / cold water dispensers, cooktop, dishwashers and refrigerators If these items are not present for the field template, we will not be Able to template your job. Changes in the specifications will not be Accepted after field template is complete.

AT TIME OF MEASURE / TEMPLATE

We will confirm all details of your new countertop purchase. A decision – maker over the age of 18 must be present while Measuring and be responsible for approving all the details of Your project. All items should be removed from the countertops and adjacent walls. In some cases, existing countertops will need to be removed prior to Templating. This is to ensure an accurate fit of the new countertop.

TRIP CHARGES

A Trip charge will be assessed when a job site is not ready after Confirmation of measure or install date. (Cancellation notice required 48hrs prior)

FINAL PRICING

Your initial purchase is an estimate of the projected price of your Project. The FINAL price will be determined after the field template Has been completed.

TEAR OUT

If you decide to have SOSA do the tear out: Tear out includes removal of your existing countertop and Hauling the debris from the jobsite for disposal

DOES NOT INCLUDE PLUMBING FIXTURES OR APPLIANCE

Removal of backsplash may result in wall damage. Plan your new splash To cover. SOSA tear outs and installs are done on the same day; although, Some big and or complicated jobs may require more than one day and will Be evaluated day of template. once the tear out is done and it is determined That the cabinetry is not flat. it is the your responsibility to ensure cabinets Are flat or allow SOSA to install counter tops, and you assume responsibility For the variations in the cabinetry.

SCHEDULING OF INSTALLATION

We will call the day before the installation to confirm the time and date of arrival. Countertops, sinks, appliances, etc. need to be removed prior to installation.

AT TIME OF INSTALLATION

Our are moving heavy countertops and working with Potentially dangerous tools. You should avoid the work area and provide unobstructed access when possible. Old countertop removal and disconnecting of the sinks and/or cook tops need to be done before the installers arrive Unless you have contracted with SOSA to remove them. After installation, we will clean the immediate surface area And leave the job site in “broom swept” condition. Installation of countertops is a construction process and residual dust should be expected. Although SOSA tries to minimize the dust, nothing is 100% dust FREE. SOSA will cover any area that is not part of the work area at no charge to you.

INCIDENTAL DAMAGE

Final walk preparation (i.e. painting, wall papering, etc.) Should not be completed prior to installation if at all possible. Care will be exercised during the countertop Installation; however scrapes punctures or digs to wall surfaces are possible, as are scratches and scrapes to cabinetry. These items are considered incidentals damage And are your responsibility to repair. In most cases, Cabinets can be easily repaired with a cabinetry touch up kit

PLUMBING

If you decide to have SOSA do the plumbing: Please have water turned off at all shut off valves. Re-plumbing includes new stainless steel, p-traps and Supply lines as needed. It does not include moving supply lines or drains, or any outside the immediate area. any reused faucets will be plumbed if possible. SOSA is free from any liability with failures of reused Parts (such as disposals).

RANGES, COOKTOPS, AND APPLIANCES

Your appliance installer must install new cook tops and downdrafts. If SOSA is contracted, We will remove and Reinstall your existing cooktop and countertop mount downdraft unit only if they are located in the original positions. SOSA is free from liability of floor damage if we are required to move your refrigerator or stove to access the countertops.

I have read this document and know what to expect.

Customer Name _____

Customer Signature _____

Date: _____