

Congratulations on the purchase and installation of your new countertops. At CR Home, we strive for excellence in quality and service and we hope that your selection and installation experience has exceeded your expectations. We hope that you will recommend our company to your friends and family!

This Installation Timeline and Agreement packet contains pertinent information about the timing of your project and requirements and standards for templating and installation.

Your review and signature is required to acknowledge that you have read and understand the Installation Agreement and Disclaimer. If you have any additional questions, please speak with your project manager directly.

THE INSTALLATION PROCESS

PREPARING FOR TEMPLATE

- ✓ Customer or builder must be onsite for decisions and approval
- ✓ Selections, to include sinks, faucets, cooktop, edge, and design must be finalized
- ✓ Cabinets must be completely installed and level (including panels, doors, and end panels)
- ✓ Farm or Apron sinks must be installed and secured in final location
- ✓ Remove all items from cabinet tops and/or existing countertops prior to templating appointment
- ✓ Overhangs for island seating must be determined and discussed with your project manager

PREPARING FOR INSTALLATION

- ✓ Plumbing, gas, and electrical disconnected prior to installation
- ✓ Sinks have been ordered and delivered to CR
- ✓ All items have been removed off cabinets or existing countertops
- ✓ A clear pathway has been made available free of construction items or furniture where applicable.
- ✓ Driveway needs to be accessible and clear

TIMELINE

SELECTION AND DESIGN

- ✓ Select countertop material, edge, and finish
- ✓ Deposit is required to secure or hold selected stone
- ✓ Select and order sinks, faucets, cooktops, accessories, and any other items that go on the

countertops

- ✓ Provide sales staff with plans or cabinet drawings when available

TEMPLATE REQUEST

- ✓ CR requires 72 hour notice to prepare paper work and get the templating scheduled
- ✓ Customer or builder will receive a call the day prior to template date to confirm time of template
- ✓ Customer or builder must be onsite for templating to make decisions and approval

APPROVAL

- ✓ Final pricing will be provided within 48 hours of templating
- ✓ After final Customer approval, CR will begin fabrication
- ✓ Fabrication deposit will be processed by CR

FABRICATION

- ✓ If requested or required, Customers will have the option to approve countertop layout via Slabsmith or physical layout. This will be set up or provided by project manager. Customer approval is required at this point to proceed with fabrication.
- ✓ Fabrication lead times are dictated by type of material, edge, finish, as well as the current shop volume at the time of fabrication.
- ✓ Sales personnel will process and submit completed order. **NO CHANGES CAN BE MADE AFTER THIS POINT.**
- ✓ To proceed without delays, all sinks must be received in the shop prior to fabrication.

INSTALLATION

- ✓ Installation dates are issued the day prior, with a 4-hour window for installer's time of arrival. The window is not a job completion time window, but a timeframe for arrival.
- ✓ Faucets, drains and cooktops should be disconnected the day prior to installation
- ✓ All items must be removed from cabinets or existing countertops
- ✓ A clear pathway has been made available free of construction items or furniture where applicable.
- ✓ Driveway needs to be accessible and clear
- ✓ Customer or builder must be on-site for completion of installation to inspect and approve.
- ✓ As a standard, CR applies a basic sealer prior to installation. CR also offers a 25-year stain protection warranty, which is available at an additional cost. If extended warranty is purchased, it will be applied after the installation of countertops.

Installation Agreement

CONSTRUCTION RESOURCES (CR) IS NOT A GENERAL CONTRACTOR OR REMODELING COMPANY.

CR RECOMMENDS THE USE OF A CONTRACTOR TO HANDLE THE FOLLOWING: FRAMING, PLUMBING, ELECTRICAL OR CARPENTRY WORK, UNLESS SPECIFIED AS A SEPARATE LINE ITEM IN QUOTE.

Although our installers will make every effort to be careful, this is construction and some things are unavoidable when remodeling and installing new countertops. Accordingly, and as a condition to CR performing the required work, customer acknowledges and accepts the following conditions:

1. In remodel projects, CR **does not** remove existing countertops unless contracted to do so. CR is not responsible for plumbing, electrical or gas connection, paint touch ups or carpentry required to complete the renovation. CR **will not** attach dishwashers to countertops.
2. In remodel projects, CR is **not** responsible for wall gaps, gaps between countertops and cabinets due to bows in walls or new splashes that may not cover old splash line marks.
3. CR is **not** responsible for the repair of small dings or scratches to walls, wall paper, cabinets, trim, existing paint, stain, or wallpaper lines not covered by the new countertop.
4. Our crews are certified stone installers, but they are not certified in other trades. Therefore, CR **cannot** be responsible for damage to existing plumbing, faucets, and disposals due to age or corrosion.
5. Prior to installation, plumbing is required to be disconnected. If CR has been contracted to disconnect plumbing, customer **releases** CR from any liability or possible damage due to leaking pipes or valves.
6. CR is **not** responsible for damage to existing tile that can occur during removal or installation process, should the customer opt not to remove. Tile backsplashes that have not been removed prior to installation can adversely affect the levelling of the countertops.
7. CR recommend mirrors be removed. CR is **not** responsible for existing mirrors breaking during removal or installation of countertops.

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8. CR is **not** responsible for removing or installing appliances, or for any damage which may occur to any appliances that are not removed prior to installation of countertops. CR is **not** responsible for damage to floors if moving appliances.
9. CR is **not** responsible for damage to items on countertops that are not removed prior to installation.
10. Most countertops will require a seam. Seams are an integral part of your project. Our installers will attempt to make the seam as inconspicuous as possible, but all seams are visible and can be felt. The industry standard for seams: $\frac{1}{8}$ " wide and $\frac{1}{32}$ " rise for every 12" of seam.
11. Decisions about seam location are made using several criteria; size of material, cutouts, manageability of pieces, kitchen layout, and installation considerations. CR will do their best to accommodate customer's request pertaining to seam location; however, based on the reasons listed above, seam placement may need to be in a specified location which will be discussed and approved prior to fabrication to ensure the structural integrity of the countertop.
12. Overhangs
 - MIA (Marble Institute of America) Guideline is that $\frac{2}{3}$ of the material should be supported (or on a cabinet base) – for example, a 30" cabinet can hold a 15" supported overhang
 - Overhangs on raised bars should be supported by brackets or cabinets if more than 10".
 - MIA Support Guidelines for 2cm stone, up to 6", anything greater requires support.
 - MIA Support Guidelines for 3cm stone, up to 10", anything greater requires support
 - Additional support is supplied and installed by contractor prior to installation or contracted from CR.
13. CR **does not** polish the underside of overhangs. CR can accommodate this request for an additional charge, and this will need to be determined prior to installation. This will also add to the fabrication lead time.
14. During installation of countertops and any onsite cutting that might be required, every effort will be made to minimize dust. CR **cannot** be responsible for 100% containment of dust from onsite cutting of stone. It is recommended that the HVAC is turned off during cutting.
15. Countertops must be installed on sturdy and level cabinets. If they are not level, it is owner's responsibility to have this remedied. Should cabinets require modifications for countertop installation, work will be rescheduled once issues are addressed.

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16. CR does not guarantee installation times or dates. Fees incurred due to problems that delay the completion of your project are **not** the responsibility of CR. Installation dates are issued the day prior to install, with a 4-hour window for installer's arrival time.
17. During transportation and installation, a countertop may break. Should a break occur, the countertop will be re-fabricated on a priority basis, but CR will **not** provide compensation for the delay.
18. Countertops are custom made, and therefore are not returnable, and the purchase price cannot be refunded. **Cancellations are not accepted after your approval has been received. Changes orders may result in additional fees.**
19. The initial estimate is valid for 30 days. After 30 days, CR has the right to adjust pricing, unless a deposit has been received.
20. The final price will be determined after field templates are completed with final dimensions, square footage, and selections. **The final quoted price overrides all previous estimates.**
21. Any verbal communication between customer and sales representative, project manager, templater, or installer is non-binding. ALL communication must be done in writing, emailed and/or faxed to the office.
22. If payment is made using a credit card, a convenience fee of 3% will be applied

DISCLAIMER FOR ALL NATURAL MATERIALS

PLEASE REVIEW AND SIGN AT THE BOTTOM

- Customer acknowledges that natural materials will have color, veins and shade variations. No two slabs are the same. Veins, pits, fissures and cracks are normal characteristics of natural surfaces. CR **cannot** control or be held responsible for color variations, color inconsistencies, stains, or surface scratches after installation completed.
- Customer acknowledges **marble** is a calcium rich stone, porous, and susceptible to expansion. It contains inherent weak spots and fissures; these will become more noticeable if separation occurs. Any movement of cabinets, walls or general settling of your home could cause any of these or new cracks to open and/or become noticeable. CR does **not** provide compensation should your countertop crack after installation.

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- Minor chipping of the product can occur during installations but is repairable on site. CR will **not** be responsible for re-fabrication due to minor chipping.
- The following items are **not** defects and will not impair the function or durability of the material:
 - Color, pattern, and particulate variation within the same slab
 - Fissures or small hairline crevices which may appear as a crack
 - Pits and air gaps created during rock formation
 - Inclusions or clusters of material deposits of any color during rock formation
 - Water lines
 - Blemishes or dull spots
- Natural stones can be honed, leathered, or polished. The standard finish of a stone is polished. Customers may request to change the finish for an upgraded cost. Altering may affect consistency, stain resistance, and appearance. Honing darker stones may lead to finger prints and water spots. Changing the finish may also affect the ability to match edges.
- Natural materials are very heat resistant and unlikely to burn or scorch. However, thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop by using trivets or hot pads.
- Unsealed natural stone can absorb stains, which can cause dark spots or discoloration. As a standard, CR will apply a basic sealer prior to installation.
- I have been offered the Stain Protection Warranty Product from Stonetech. I am aware of the benefits of this program, and have been provided the opportunity to purchase this product for the natural stone surfaces installed by CR.

SIGNATURE _____ DATE ____/____/____