



## Sales Contract

Firenza Stone Inc. (**FSI**) is pleased to have been chosen as fabricator and installer of your new countertops. It is important that you be made aware of the process going forward. To that end, we have developed guidelines to assure a successful installation.

### Preparing for Template Day

1. It is not necessary that you remove the existing counter tops prior to template day. However, if you are retaining the existing cabinets and removing the tops prior to the installation day, the lower cabinet tops (**existing cabinets or newly installed**) must be plumb, level, free of residual adhesive and permanently secured to the wall or floor. In addition, it is best to have any backsplash removed.
2. **It is necessary that you and or your builder/ contractor be present during the template process.** Please schedule the appointment with that in mind. Be sure to have all accessories (sinks, cook tops, faucets, dishwashers, etc.) present. Be prepared to advise (**FSI**) of the desired location for faucets, soap dispensers, grommets, and sprayers. Be sure to have all countertop appliances such as microwaves and coffee pots and any other potential obstructions removed prior to template.
3. It must be confirmed in advance of the template day the selected sink bowl(s) properly fits inside the cabinet. Any electrical fixtures such as plugs, and locations are also to be resolved. (**FSI**) will not guarantee used plumbing fixtures if contracted to install the finished plumbing.

### Installation Day

#### What to Do Before Installation

4. Before trained installers arrive at your home, there are several steps you should take to prepare. **Installations taking place during the winter months require that your driveway be plowed, walks and steps be shoveled and salted.** Make sure there is a clear path from your kitchen or bathroom to the nearest entrance to your home, as this will reduce the amount of difficult maneuvering the team must do to carry in the heavy stone. Small children and pets should not be allowed in the area while the stone is being carried through your home. If a cooktop will be installed, covering nearby furniture and belongings is a good idea, as there will be dust.

#### Existing Countertop Removal

5. If removal of the existing countertops is included in your installation, the installers shall do their best to avoid damage to your walls, existing tile, mirrors, and cabinets. Any residual damage that may occur is not reimbursable. Sometimes a bit of plaster from the wall is removed when laminate countertops and backsplashes are removed, but these defects can usually be covered with your new backsplash. If not, you may need to have the area repaired by others. In most cases, we can offer you a quote for repair and painting.

#### Countertop Installation

6. Once the slabs of stone are laid on the bare cabinets, they must be flat and secured. It is essential that the cabinets are as level as possible before heavy stone is put in place. Any unevenness in the cabinets must be counteracted with shims under your new countertops. Epoxy is used at the seams of your stone to cement the granite, marble, or quartz pieces to each other. Epoxy is typically blended and colored on-site to match your countertop as close as possible. **Allow for seam height to mismatch up to 1/32". Seam width must be no larger than 1/8"** If, at the time of install, the cabinets are too far out of level, we may need to stop the installation. A carpenter will need to come in (**at the expense of the homeowner**) and re-level the cabinets. In most cases, we can offer you a quote for our carpenter to come in and resolve the leveling issue. These issues typically are seen with older, existing cabinets but are not limited to poorly installed new cabinetry.

### Cutouts, Backsplash, and Sink Installation

7. If you have a cooktop rather than a slide-in range, a hole will need to be cut. It may be risky to attempt to transport stone with a hole this large to your home. Holes for the faucet and soap dispensers may be drilled on-site. However, when possible, we prefer to drill all holes in the shop. The heat generated during onsite drilling could increase the possibility of the stone cracking. We cannot be responsible for the counters cracking when drilling a hole onsite. You can expect there will be some dust from the stone, although experienced installers will take steps to minimize the dust and clean up the mess. Assuming you choose an undermount sink, it will be mounted to the underside of the stone slab with clips and or other forms of mounting brackets. Silicone will be added for a watertight seal. This will need to cure for about 12 hours before your faucet and plumbing are connected.

### Faucets

8. Some faucets may not work with your countertop design. Also, faucets requiring multiple holes may not work with your sink. Therefore, please be sure that the faucet you select will work with your sink prior to making the purchase. ***Due to the wear and tear associated with an old faucet, we will not be responsible for used faucets.***

### On Site Adjustments

9. To achieve the best result possible cutting, polishing, and drilling are sometimes required at the jobsite during the installation process.

### Things You Need to Know

10. In most cases walls are not flat or plumb while the stone is both. As a result, a gap behind a backsplash or countertop where it meets the wall will likely occur. **(FSI)** intentionally does not caulk between the stone and the wall. This is best done by you or your painter in a matching color. Our standard backsplash height is normally 4". Should any variation from the norm be required (*example to follow under an existing backsplash*) and additional template and / or fabrication process and installation may be required. An additional charge will be assessed for this service.
11. Overhangs on countertops may require supports. These supports may be decorative corbels (provided and installed by contractor or homeowner or concealed metal supports provided by **(FSI)**). If supports are determined to be required at template time, your salesperson will notify you of the "Change Order" with the additional cost for the supports and additional labor charges.

### Final Steps

12. After installation, the sturdiness and levelness of your countertops will be evaluated once more to ensure your counters last a lifetime. Once the seams dry, the excess epoxy and dust will be removed with denatured alcohol or acetone for smooth seams. From start to finish, you can expect stone countertop installation to take about 3 hours if you have a small, simple kitchen. A large or complex kitchen could take up to 7 hours. If the cabinets are slightly out of level, we may need to install shims between the cabinet and countertop to achieve a level result. In some instances, we may need to install the countertop flat following the home's trajectory or to existing tile. This may be particularly noticeable if you previously had laminate counter tops. If shims or gaps are visible, you may wish to consider having them covered with a decorative trim by your carpenter or contractor. In most cases, we can offer you a quote for our carpenter to supply and apply the trim after installation.

### Maintenance Procedures

13. For long lasting shine and protection (FSI) offers platinum polish spray cleaner safe for all countertop surfaces. Use a clean soft cloth for best results. Do not use products that contain lemon, vinegar, or other acids on your counters. If mild dish detergent is used rinse the surface thoroughly after washing with the soap and dry with a soft cloth. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface. Bath and Other Wet Areas: Soap scum can be minimized by using a squeegee after each use. For stubborn soap scum and mildew, we recommend (FSI) deep stone clean.
14. If you have decided to treat your stone, make sure you understand the differences between the types of sealers available on the market Topical Sealers are coatings (film formers) designed to protect the surface of the stone against water, oil, and other contaminants. They are formulated from natural wax, acrylic, and other plastic compounds. When a topical sealer is applied, the maintenance program often shifts from a program focused on stone care to a program focused on the maintenance of the sealer (for example: stripping and reapplication). Impregnators are water- or solvent-based solutions that penetrate below the surface and become repellents. They are generally hydrophobic (water-repelling) but are also (oil-repelling). Impregnators keep contaminants out, but do not stop the interior moisture from escaping.

These products are considered “breathable,” meaning they have vapor transmission. Vanity tops and food preparation areas may need to have an impregnator applied. Check with your Firenza Stone Inc. sales representative for recommendations. If an impregnator is applied, be sure that it is safe for use on food preparation surfaces.

## Company Policies & Procedures

15. We do our absolute best to be on time for every template, installation, and service appointment. Every now and then we may need to adjust the arrival time. Should we be running late, you will receive a call to advise of the new estimated time of arrival.
16. Each installation crew receives a complete list of the areas being installed at the site. If all or part of the project scope is not ready for template or installation, Firenza Stone must be notified no less than twenty-four hours (24) prior to scheduled installation. Failure to notify **(FSI)** could result in an additional charge.

## Outdoor Products and Installations

Outdoor kitchens are becoming more and more popular with homeowners due to the ability to enjoy the weather and fresh air without running in and out for supplies and food. Stones used outdoors need to be able to withstand nature and still look great. Certain granites, quartzite, soap stone, engineered stones utilizing “Sintered” technology are all good choices. Man-made quartz products are not recommended. **See your (FSI) sales representative for specific recommendations.**

17. Most of the policies and procedures for interior stone installation are applicable for exterior installations. There are some variables, however. **(FSI)** will use exterior glue on all edges. **Normal temperature variations may result in seam movement or failure. This is a maintenance issue and is not a defect in the stone or the installation.** Therefore, periodic maintenance is suggested. Even with proper maintenance, **(FSI)** does not warranty the permanency of color, wear, or seam movement on exterior applications.

## Purchase of a Remnant

18. “Remnant” is a term that refers to the leftovers generated from cutting slabs for large counter tops and other jobs. Often, the material is in pristine condition or has characteristics that the original purchaser preferred not to use in their installation, or some sort of flaw exists in the material itself such as “pits” blemishes and scratches. These balances represent a value to the customer as they are normally sold at reduce prices. Remnants are perfect for smaller projects such as bath vanities, fireplace hearths, surrounds and furniture tops. While **(FSI)** will try to work around flaws in the fabrication of your top, it is not always possible to eliminate every defect. Please keep this in mind when making your selection.
19. Your **(FSI)** sales representative is able and willing to have your selection pulled from the remnant area for a full view of the piece for closer inspection if you wish. This is offered by appointment only.