



Understanding the Countertop Installation Process

Thank you for giving us the opportunity to provide you with information regarding the countertop services that VCI offers. To ensure a positive experience, we have composed the following information to guide you through the countertop measure, manufacture and installation process.

1. The Material

VCI offers several premium countertop products using materials that have different performance and aesthetic characteristics. Due to variations in the core ingredients, surface appearance within each countertop will vary in color, shade and particulate distribution. Some materials will also show texture variations and pitting. Bolder patterns will have a more dramatic color and/or pattern change at seams. These characteristics are to be expected and are not considered a defect. Please ensure that you are comfortable with the material you have selected, that will best meet your needs. (For more information see section 7 below.) Please feel free to talk to the VCI representative at the measure appointment if you have any questions regarding the material that you have chosen.

☐ ***Customer acknowledges that patterns will not match at seams and bolder patterns will be more visible at seams. All seams will be seen and felt. (Except Corian seams, which will not be felt.) This also applies to laminated edges.***

2. Preparing for the Measure Appointment

Thank you for booking a measure appointment. This appointment will last approximately 1-2 hours, and we will take the time to answer any questions that you may have regarding our products and services, so that you can make an informed purchase. In order to be prepared for this appointment, please review all of the details listed below and ensure that you have met these requirements prior to the measure appointment. (Note: If you choose the In-Home Closing Program, you will be asked to provide credit card information and you will then be able to schedule an install date.)

- **Cabinets:** Ensure that all cabinetry including any finished end panels will be completely and permanently installed and level prior to the measure appointment, and that all existing countertops will be cleared off for the measure appointment.
Note: Tilt-out trays are not compatible with under-mount sink installations.
- **Existing Sinks:** Existing sinks cannot be reused. Only newly purchased sinks will be templated at the time of the measure appointment. Make sure to have your new sink on site for your measure appointment.
- **Sinks, faucets, appliances and brackets:** Ensure that all items that will be mounted into or onto the countertops (such as sinks, faucets, soap dispensers, hot/cold water dispenser, cook tops, brackets, etc.) will be on the job site prior to the measure appointment. Undermount Apron and farmer sinks **MUST** be installed prior to the measure appointment. All cutout sizes will be confirmed at the measure appointment. Dishwashers, free-standing stoves and refrigerators are also required to be onsite to confirm measurements.
Note: If the above items are not on site as required, or if any changes are made after the measure appointment, another measure appointment will be required and another measure fee will be charged.
- **Existing tiles and mirrors on walls:** If existing tiles and mirrors are not being used in the new project, they need to be removed prior to the measure appointment; this will ensure a good fit of the countertops to the wall. If the existing tiles and mirrors are being used in the new project, there may be gaps underneath or at the ends of the tiles or mirrors. **Incidental damage of existing tiles and mirrors during installation are not the responsibility of VCI.**
- **Seams:** The location of seams that will be required will be discussed and determined at the time of the measure appointment. Remember, all seams in stone countertops are visible.
- **Countertop finish (overhang) at sink:** If an Undermount sink is being installed in the countertops, the sink edge finish (overhang, flush, or reveal finish) will be discussed and determined at time of the measure appointment.
- **Countertop surfaces:** Please ensure all countertop surfaces have been cleared off prior to the measure appointment.

3. At The Measure Appointment

At the measure appointment, the VCI representative will review and confirm all the details concerning your countertops. The customer (or designated decision maker over the age of 18) must be present during the entire measure appointment.

VCI uses sophisticated laser units and programs to accurately measure the cabinets, walls and integral appliances to ensure accurate sizing. The digital template provides a considerable amount of detail that is used by the manufacturing machines that produce your countertops.

VCI will require your signature on this document and on the digital template (which the VCI representative will produce at the measure appointment) confirming all of the details of your order before the order is processed. If you choose the In-Home Closing Program, you will be asked to provide credit card information and you will then be able to schedule an install date.

Customer acknowledges and agrees with the above items



4. Preparing for the Install Appointment

VCI would like to make the installation experience a positive one, with the least amount of disruption to your home as possible. In order to facilitate this, we have prepared the following list for your information and preparation. Please review all of the details listed below and ensure that you have met these requirements prior to the installation team's arrival.

- **Final wall preparation:** Application of wall paper or the final coat of paint should be completed after the countertop installation. Please be assured that the utmost care will be exercised during the countertop installation in order to avoid damage to these surfaces; however due to the large size and heavy nature of countertops, scrapes or dents to nearby surfaces are possible during the placement of the countertops. This is considered incidental damage and repair costs for these items are not covered by VCI and are considered the customer's responsibility.
- **Existing tiles and mirrors on walls:** If existing tiles and mirrors are being used in the new project, care will be exercised during the countertop installation to avoid damaging these surfaces; however due to the large size and heavy nature of the countertops, damage may occur to these items during the placement of the countertops. This is considered incidental damage and repair costs for these items are not covered by VCI and are considered the customer's responsibility.
- **Removal of existing countertops, sinks, and cooktops:** All these items will need to be removed prior to the installation appointment (unless such removal services have been purchased). If countertop removal has been purchased, then the existing countertops will need to be cleared off, plumbing disconnected (unless plumbing disconnect has been purchased) and cooktops removed.
- **Cabinet Preparation:** All sink cabinets, corner cabinets and top shelves of all lower cabinets are to be emptied. All top drawers on lower cabinets need to be removed from the cabinets prior to the installation appointment. Any cabinets resting on the countertops (e.g. appliance garage) need to be removed before the installation appointment.
- **Brackets or Additional Support:** Any required brackets or supports need to be installed before the installation appointment.
- **Sinks, Faucets and Integral Appliances:** All sinks, faucets and integral appliances must be on site at the time of installation to confirm that correct openings are provided.
- **Free-Standing Appliances:** Any free-standing appliances (e.g. Range, Fridge) need to be removed from the installation area prior to the installation appointment.
- **Countertop surfaces:** Please ensure all countertop surfaces have been cleared off prior to the installation appointment.

5. At the Installation Appointment

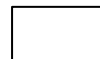
The installation appointment usually lasts between 2-4 hours, depending on the size and scope of the job. Typically there is one lead installer and one assistant. Additional assistants may be required, depending on your actual job.

When the installation team arrives, they will come to your front door and introduce themselves to you. They will check (together with yourself) the following items prior to bringing the countertops into your home and starting the installation.

- **Customer presence is required during the installation appointment:** The customer (or designated decision maker over the age of 18) must be present during the entire installation. After the countertop has been installed, the customer must be present to inspect the countertop and sign the customer approval form that will be provided.
- **Access to Work Area:** In order to safely carry countertops to the work area, the access to the work area must be clear of snow, ice, debris, or any obstructions.
- **Safety:** Due to the use of power tools, and the large size and heavy nature of the countertops, customers, children and pets must remain out of the work area. The installers will be wearing appropriate safety equipment (including steel toed boots) and will not use drop cloths on the floor as this may cause a slip hazard.
- **Dust:** The process of installing countertops will create some dust. Customers are advised to turn off their air conditioner or any other forced air systems, to prevent the spread of dust to other areas. The customer is also responsible to drape or cover areas of concern to contain the dust to the construction area. The job site will be left in a broom-clean condition.
- **Sink Mounting:** Undermount sinks will be mounted to the countertop by the VCI installer once the countertop has been installed. Top mount sinks are not installed by VCI.
- **Reconnection of Plumbing, Electricity and Gas:** It is the customer's responsibility to reconnect the plumbing, gas and electricity through their electrician/plumber. For Undermount sinks it is required to wait 24 hours before the reconnection of plumbing. This is to ensure that the sink has completely bonded to the countertop.
- **Additional Charges:** Please be aware that additional charges will be incurred for return trips arising from incomplete site readiness, as outlined above.

Note: Valley Countertops Industries Ltd. is not responsible for damages that occur after installation.

Customer acknowledges and agrees with the above items



6. Eased Edge Information

If you are considering an eased edge on your countertop(s), we would like you to know some of the design and aesthetic features of this finished edge. The eased edge is machined in a straight vertical flat line, leaving the top and bottom of the edge sharp. The top of this edge profile is manually eased, to remove the sharpness. The bottom of the edge remains unfinished.

Natural stone countertops are a combination of many natural minerals pressed together by nature. Due to the sharpness of the eased edge, some of these small minerals may become dislodged, making the edges slightly rough to the touch. This roughness to the touch is not to be considered a defect. The eased edge profile displays this characteristic more than other profiles that are rounded.

We offer other edge profiles that eliminate the sharpness of the edge and minimize potential dislodging of particles. We would be pleased to show these other edges to you at any time before your order is processed; please ask your VCI representative.

Customer Acknowledgement

I have read and agree to the terms of this document.

VCI Representative Acknowledgement

I have discussed the above information with the customer.

Customer's Signature

VCI Representative Signature

Customer's Name (Print)

VCI Representative Name (Print)

Date

Date

7. Product Information/Care and Maintenance/Warranty (Revised Dec 2018)

For product, care and maintenance, and warranty information, please visit the following websites.

Silestone

Colors: <http://www.valleycountertops.com/silestone-colours>

Care and Maintenance: <http://www.silestoneusa.com/quartz/silestone-countertops-maintenance.cfm>

Warranty: <https://www.silestoneusa.com/warranty/>

Granite

Warranty: <http://www.valleycountertops.com/natural-stone#d>

Colors: <http://www.valleycountertops.com/granite-slabs>

Care and Maintenance: <http://www.myctw.ca/care.html>

Marble

Warranty: <http://www.myctw.ca/warranty.html>

Colors: <http://www.valleycountertops.com/granite-slabs> (Only 2 colors available)

Care and Maintenance: Dish soap and water

Warranty: No warranty available

Corian

Colors: <http://www.valleycountertops.com/corian-colours>

Care and Maintenance: <http://www.4willis.com/corian/care-and-maintenance.php>

Warranty: <http://www.corian.com/-warranty->

Dekton

Colors: <http://www.valleycountertops.com/dekton-colours>

Care and Maintenance: <http://www.dektonsurfaces.co.uk/customer-care/care-maintenance>

Warranty: <http://www.dekton.com/usa/warranty/>