

Elite Granite Company

Granite and Marble Professionals

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Customer Order Form

Stone Selection: _____

Backsplash Height: _____

Edge Detail: _____

Terms and Conditions: Please carefully read the following and confirm that all items are properly addressed. Print this form and fax, or otherwise return it, to your Elite Granite Representative when you are ready to proceed to the next phase of installation.

1. The **final** price quoted after exact onsite measurements are taken may vary from previous price **estimates** generated from layout plans or our online project estimator.
2. All base and wall cabinets must be fully installed and properly secured to the wall and/or floor. All cabinets must be level; Elite can not level or adjust cabinets.
3. Any appliance garages, tambour doors and cabinets that sit directly on top of countertops must be installed by your contractor **after** the new countertop is installed.
4. All sinks, cooktop, stove, hood, dishwasher, microwave, faucets (If going through the countertop) must be onsite on the template date. The hood or microwave must already be installed if you plan to order a full backsplash. Please save all paper templates of new sinks for Elite to take to our fabrication facility.
5. Do not schedule other trades on same day as our appointments. Plumbing must be scheduled the day **before** Elite does any demolition or installation. Please allow two business days for the installation of your new countertop.
6. No wall work such as finish drywall, painting or wallpaper should be done until **after** the countertop installation is complete.
7. If a material different than the countertop has been selected for the backsplash, please inform Elite of the thickness of the material and the method of installation.
8. Customer has been made aware and understands that engineered and natural stone varies slightly in color and shade from production to production. The random pattern of slight color variations in each slab and between slabs is **not** a defect, but rather an inherent property of both engineered and natural stone. Within engineered stone there may be black specs in any of the production colors due to the nature of quartz crystals and quartz sand.
9. Remodeling causes dust. Elite will contain dust as best as our equipment will allow. As a precaution, you may wish to keep dishes and glasses clean and remove them from cabinets. During demolition and installation, Elite requests that you clear out underneath sinks and clear off countertops.

10. Customer must be present on the date Elite makes the template. Any questions will be addressed at this time and no changes can be made once a template has been finalized and approved. After the final template is complete, any discrepancies between contract and actual measurement will be reviewed for credit and/or additional charges.
11. A work area must be available for Elite's installers. (Please note our installers use a wet saw).
12. Seam location is determined by the Elite representative making the template. Seam placement is governed by the slab size, access, and strength of material. This will insure the safe delivery, installation, and serviceability of a finished product to the customer.
13. Overhang support (corbels etc.) will be provided by the customer.
14. Customer must be present on the installation date. Our Installers are required to present an approval survey to customer and obtain a signature.
15. No work will be done on Sundays or Holidays. An Elite representative will contact the customer with two business days advance notice to discuss readiness for appointment dates. Installer must have received a final customer order and plan with dimensions in order to set dates.
16. If customer is unable to meet at the previously agreed appointment time, he must call ahead twenty-four hours and postpone the date; otherwise there will be trip charge incurred of \$200.00.
17. This contract covers providing a finished stone fabrication order. It does **not** include any remnants or cutout pieces to be saved or provided to customer.

Customer (print name)

Elite Representative

Signature

Date