



SCHEDULING A TEMPLATE

Once you have received an estimate from us and have made your final decisions on the details, we will complete the contract.

- Signed job contract showing the details of your job
- Detailed terms and conditions of the sale
- 50% deposit

Measuring for your countertops occurs Monday through Friday between 8:00 a.m. and 4:00 p.m. With the paperwork in place, our scheduler will call to make the appointments for your template and your installation, usually at the same time.

PRE-TEMPLATE CHECKLIST

- Clear countertop
- Have sink present
- Have faucet present
- Have cooktop and downdraft, slide-in or FSR on site
- Check your cooktop/downdraft combination to be sure it will fit in your cabinet, they rarely fit in the standard 24" cabinet against the wall
- Make sure cabinets are completely set in place and LEVEL*
- Backsplashes may need to be removed**

We will call you the day before your scheduled template date to confirm your appointment. Please advise us at this time if you will not be ready, because we will need to reschedule. Any changes made after this point may result in a delay in your project and could incur additional charges.

Changes to template. Any differences that occur between your contracted countertop and the templated countertop are subject to re-pricing. Your job may be placed on hold pending a change order. We will need all issues addressed within 24 hours in order to retain your original install date. If the issues are not addressed within that time frame, your installation could be substantially delayed.



THE MANUFACTURING PROCESS

While measurements can be emailed from your home to our facility using today's technology, portions of the manufacturing process require age-old hand craftsmanship by our artisans. The combination of the old and new create durable, properly engineered and aesthetically beautiful countertops.

Removing Old Countertops

Artistic Concrete Expressions can remove your old countertops and dispose of them for an additional cost. Please ask us to include this in your quote. If you purchase removal services of countertops from us, we will remove and haul away your old countertops. We will not tear out, remove or dispose of any of the tile backsplash, appliances, cabinets, etc., nor disconnect your gas. If we are removing your existing countertops, you will need to have the cooktop disconnected prior to our arrival. Our service does not include repair or replacement of mouldings and trim that are affected by the tear-out or installation of the new countertops.

We are not responsible for any gas, plumbing or electrical work required to complete the installation of your new countertops. Although rare, unforeseen conditions can appear as tear-out is completed. You will be notified immediately if any of these are discovered. Any additional labor needed to repair your cabinets or walls is not provided by Artistic Concrete Expressions.

If you have existing countertops and have not have paid Artistic Concrete Expressions for removal, please be sure to have all work completed prior to our arrival for new countertop installation.

What is a Template?

A template is an exact pattern, insuring a precise fit for your custom countertops. The template crew comes to your home and forms a pattern of your countertops using strips of 1/8" wood.

**Cabinets include: end panels, refrigerator panels, decorative doors, drawer pulls, panels and any other item that will affect the shape or overhang of your countertops.*

***When backsplashes have to be removed: you will not have any backsplashes on your new counters or you are using tile for your new backsplashes. We want to get the best possible fit to the wall in each of these instances.*

IMPORTANT

All appliances that will be placed in the countertop (including sink, faucet, cooktop, downdraft and accessories) MUST be on site at time of template. Other appliances including dishwasher and refrigerator should be on site to insurance proper countertop measurement.

MISCELLANEOUS

Cabinets that sit directly on your countertops (appliance garages and bread boxes) should be on site but NOT installed prior to template.

Cooktop downdrafts require 3 full inches of material behind it (excluding the thickness of the backsplash). Standard 24" cabinets can rarely accommodate a cooktop and downdraft combination. Please check your design carefully.

Dishwasher attachment: Dishwasher must be in place. Most modern dishwashers can be attached to the cabinetry rather than the countertop. Your plumber can take care of that when it's hooked up your dishwasher. If the dishwasher must be mounted onto the countertop, Artistic Concrete Expressions will permanently install it at the time of countertop installation.

Protecting Your Kitchen Items:

- Clear all items away from the lower cabinets
- Please take the appropriate precaution to protect any sensitive items
- Remove or protect items in adjacent areas.

Post Template Wrap Up

Corbels, Brackets or Steel Supports may be required where countertops extend beyond the cabinet.

Granite can extend 6" unsupported without cutouts provided it is on a full depth cabinet of 24".

Silestone can extend 6" unsupported without cutouts provided it is on a full depth cabinet of 24". Silestone with any overhang under 6" may also need support if there are cutouts.

Solid Surface can extend 6" unsupported without cutouts provided it is on a full depth cabinet of 24".

All supporting structures (e.g. cabinets, columns, pedestals, etc.) must be installed prior to time of templating (except for corbels). Corbels should be on site for templating and installed as soon as possible after we install your countertops.

GFRC can extend 12 inches unsupported without cut outs provided it is on full depth cabinets of 24" anything more will require corbels, brackets or steel supports.



The Installation

Artistic Concrete Expressions will call you to set up a template time, and at the same time provide you an installation date. If anything occurs during production that would impact your installation date Artistic Concrete Expressions will call you at once. This rarely occurs. Installation of your countertops is done Monday through Friday during normal business hours.

PRE-INSTALLATION CHECKLIST

- Have old countertops removed
- Have new sink
- Have new faucet
- Have cooktop and downdraft, slide-in or FSR on site
- Items in low cabinets need to be removed to protect them
- Schedule plumber to reconnect plumbing the next day after installation
- Schedule hook up of stove or gas after install

Sinks

Artistic Concrete Expressions standard procedure for undermount sinks is to have a 1/8" to 1/4" overhang on the bowl, this is called a negative reveal. Deviation from this standard procedure if requested by the customer required a signed request for custom labor. Aesthetics, hygiene and engineering factors are the reasons for Artistic Concrete Expressions standard negative reveal installation. Schedule your plumber's appointment for the day after your countertop installation in order to allow the adhesives to set.

Please sign below to acknowledge you have read and understand this information.

Client Signature

Date

• Installation conditions require **clear and easy access** from the street to the project area.

• **Paint touch up:** Keep in mind, this is a construction or renovation project and it usually involves moving large heavy materials in your home - occasionally, although rarely, minor damage may occur to walls. You should be aware of this possibility and prepare to spackle or touch up your paint.

• **Visible unpainted cabinetry may be noticeable** after your countertop is installed. This usually occurs when older laminate countertops are removed. Installing trim that matches your cabinets below the countertop line can hide this, however that is not part of our service. If you any reason, **you need to cancel your scheduled installation appointment, please give 3 days notice** so we can reschedule your efficiently and quickly.

• Please have your **pets** tucked safely away.

ABOUT SEAMS

It's our philosophy to have as few seams as possible and to give utmost consideration to the placement of seams. Input from the customer on seam placement is welcomed. Artistic Concrete Expressions will attempt to accommodate the customer's wishes where possible.

There are many factors that we use to determine seam location including:

1. Actual slab size of material chosen
2. Layout of project
3. Consideration of WEIGHTS, HANDLING, LOCATION LOGISTICS of moving pieces into your home (size of doors, elevators, hallways, etc.)

Artistic Concrete Expressions fabrication staff uses their experience and judgement to best utilize the material for appearance and function.

NOTE: Concrete seams will be visible and felt by touch of the hand.