

## Expectations & Consent Agreement



### Pricing:

Initials The price is based on drawings supplied by the customer and is subject to change when actual measurements are confirmed by Life Rocks LLC

### Lead Time:

Initials The installation/completed date quoted is a best estimate. Backorders and supply discrepancies do occur. You will be notified as early as possible to any changes in the estimated date. Plan for and expect installation no less than one month after completion of the template. We do our best to complete your order as quickly and as close to the estimated date as possible.

### Viewing and approving your slabs:

Initials Natural stone is nature's artwork and is different from one slab to another. Stone often has fissures, lines, pits, and variations in color which can range from subtle to extreme. Quartz, like natural stone, is not perfectly smooth, you may see and feel imperfections in the surface; imperfections do not imply the quartz is damaged or inferior but are manufactured occurrences.

### LR is not responsible for these inconsistencies, fissures, imperfections, and considers them to be natural and expected.

Initials We encourage you to view and choose the actual stone/quartz slabs to be used in your project. When you have viewed and chosen your stone/quartz, LR will arrange for delivery to our shop after receiving your deposit.

### Preparing for a template & the template procedure:

This is the pattern used to cut your stone/quartz so please give us your attention.

Initials All necessary appliances and fixtures including but not limited to the cooktop, downdraft, stove, sink, faucets, dishwasher, support walls, and hot water tap are on-site, cabinets in their permanent position and everything must be off counters. LR does not move any items. THE PROJECT AREA WILL BE PREPARED FOR TEMPLATE BEFORE OUR ARRIVAL.

Initials If we arrive and the project is not properly prepared to be templated, we will have to reschedule the template appointment, and you will be charged an additional \$150.00.

Initials Any item requiring a cut in the stone can be taken at the time of the template and returned at the time of installation. **We do not handle farmer's sinks.** They are the responsibility of the homeowner/builder and **must be installed before we template.**

Initials The homeowner must be present during the entire template process to answer any questions regarding overhangs, special designs and any other personal preferences for the project. The homeowner must sign off on the template.

### Appliances:

Initials All appliances, fixtures and hardware must be on the job site at the time of the template. We are not responsible for the moving of appliances, items stored in/on cabinets, or any other preparation needed for a complete and accurate template.

Initials If your cook top is not present at the time of installation a \$250.00 charge will be incurred to return and complete the template.

Initials Any changes must be made in writing.



### Removal of old tops:

Initials Fees for removal and hauling away of previous countertops are:

- \$20 sq. ft. Granite/Quarts/Other Stone/Tile
- \$10 sq. ft. Solid Surface (Corian)
- \$5 sq. ft. Laminate

### Mirrors:

Initials Mirrors installed near or around granite countertops, backsplashes and the like must be removed and reinstalled by the homeowner. LR does not accept any responsibility for mirrors; we do not remove, install or reinstall mirrors.

### Size Matters:

Initials An oversized, awkward shape or difficult to handle piece of stone will incur additional charges for additional labor, machinery or equipment to handle and install the stone. Difficult or impossible entry may require the rental of cranes, booms, and handling equipment, laborers, and operators. This will incur additional charges and homeowner expenses. LR is not responsible for these additional fees, charges, or expenses.

**Plumbing, Construction & Wiring:** It is against our insurance policy, so we will not do it, so please do not ask.

Initials Plumbing, carpentry and wiring are not a standard part of our installation. We do not offer connection, so we require you to hire a plumber or electrician to handle and reconfigure.

Initials Should your cabinets be out of plumb or unlevel, require reinforcement or alteration to prepare them to be suitable to hold your granite countertop, you will need to hire a carpenter.

Initials If we are prepared to install and the cabinets are not suitable, there will be a \$200 additional fee to reschedule the installation.

### Incidental Damages:

Initials Final wall preparation (wallpaper, painting, tile, etc.) should not be completed until after the countertop installation. During the installation of countertops, vanities, fireplaces, windowsills, etc., it is possible for scrapes, digs & punctures to occur. These are considered normal during the countertop installation and are not considered negligence. In the event of the aforementioned damages, it is the homeowner's responsibility to repair. LR may need to remove existing countertops to make a proper template fitting. Reassembling the countertop for temporary use will be attempted at our best abilities. Sometimes the existing counter and surroundings are damaged during removal and are not our responsibility.

### Seaming:

Initials **The placement of seams is at the discretion of the fabricator.** Seams will vary from 1/16" to 1/8" and be visible. We will use color-matched epoxy and our advanced seaming technology to form the seam and blend with the countertop. We will do everything we can to make the seam as tight and discrete as possible.

### Installation Approval:

Initials The homeowner, or designated agent, must be present or give us consent for entry for the entire installation. A statement of satisfaction will be provided for signature. This form will confirm the product and installation are of good quality, installed to satisfaction, and is and free from damage.

Initials Unless otherwise specified, the remaining balance owed for the project plus any extras such as sinks, edge upgrades etc., is due upon completion of the installation. Failure to pay the balance upon completion of installation may result in the immediate removal of the installed countertops.

Initials Unpaid balances will accrue an additional \$100.00 cost per week for each week the balance remains unpaid.

### BUSINESS TERMS:

Initials The contract begins when a customer accepts the Life Rocks quote and invites Life Rocks to



make templates. The quote amount is based on one visit for making templates and one visit for installation. If Life Rocks must return for additional visits - the customer will be charged a trip charge based on time and distance, unless the additional trip is the responsibility of Life Rocks.

**Initials** At the time templates are made, a deposit of sixty percent (60%) of the quote is due, the remaining forty percent (40%) plus any amount for additions and modification is payable upon completion of installation.

**Initials** If issues arise that are outside normal installation and payment procedures, Life Rocks LLC, reserves the right to be paid in full before addressing further issues and performing additional work. Customer agrees that the granite/quartz remains the property of Life Rocks LLC, even after installation, until the total amount of the contract has been paid in full.

**Initials** If Life Rocks must remove the counter-top for non-payment, the customer agrees to allow Life Rocks to re-enter the property and remove the counter-top and agrees that Life Rocks will keep the deposit paid by the customer.

**Initials** Customer agrees and consents that this transaction / contract/ occurs at 4241 Kellogg Ave Cincinnati, OH 45226 (regardless of the installation location and/or address of the customer in Kentucky, Ohio, Indiana or West Virginia and/or the location where the contract is signed) and that the law of Hamilton County and the State of Ohio prevail. Customer further agrees and consents to the jurisdiction and venue of Hamilton County, OH for any action arising out of this Agreement or the relationship between the customer and Life Rocks LLC.

**Clean-Up:**

**Initials** The installation of countertops, vanities and other stone products are a large construction process. You should expect dirt, dust and minor debris. We will wipe down and sweep our work area.

**I have read and understand the process, expectations, and my responsibilities involved with the installation of my project. I agree to the aforementioned requirements and criteria.**

X

X

*Kirby Schneider*

Signed By Kirby Schneider

Signed On: August 8, 2022

# Signature Certificate

Document name: Expectations & Consent Agreement

 Unique Document ID: 2A85F8947AA80F59972B51E5B4B5E1C1B4FAA15C

LEGALLY SIGNED USING  
**WPsignature**  
Build. Track. Sign Contracts.

Timestamp	Audit
January 5, 2021 11:15 pm EST	Expectations & Consent Agreement Uploaded by Kirby Schneider - liferocksnetclickssul@gmail.com IP 50.5.52.100
February 9, 2021 3:22 pm EST	Brian Vest - brianvest@netclicks.io added by Kirby Schneider - brian.vest@yahoo.com as a CC'd Recipient Ip: 96.28.96.140
February 9, 2021 3:22 pm EST	Kirby Schneider - liferocksllc@mail.com added by Kirby Schneider - brian.vest@yahoo.com as a CC'd Recipient Ip: 96.28.96.140
March 31, 2021 5:24 pm EST	Brian Vest - brianvest@netclicks.io added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 96.28.96.140
March 31, 2021 5:24 pm EST	Kirby Schneider - LifeRocksLLC@mail.com added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 96.28.96.140
March 31, 2021 5:25 pm EST	Brian Vest - brianvest@netclicks.io added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 96.28.96.140
March 31, 2021 5:25 pm EST	Kirby Schneider - LifeRocksLLC@mail.com added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 96.28.96.140
March 31, 2021 5:26 pm EST	Brian Vest - brianvest@netclicks.io added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 96.28.96.140
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August 8, 2022 3:56 pm EST	Brian Vest - brianvest@netclicks.io added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 50.5.52.100
August 8, 2022 3:56 pm EST	Kirby Schneider - LifeRocksLLC@mail.com added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 50.5.52.100
August 8, 2022 3:56 pm EST	Karen Fessler - karen@liferockscountertops.com added by Kirby Schneider - liferocksnetclickssul@gmail.com as a CC'd Recipient Ip: 50.5.52.100



This audit trail report provides a detailed record of the online activity and events recorded for this contract.

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