

Expectations & Consent Agreement



Pricing:

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:

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:

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.

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.

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.**

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.

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.**

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:

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.

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.

Any changes must be made in writing.



Removal of old tops:

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:

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:

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.

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.

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.

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:

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:

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:

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.

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.

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

BUSINESS TERMS:

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



Signature Certificate

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Timestamp

Audit

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