



Acknowledgement of Expectations

We hope to ensure your satisfaction by making sure you are informed.

Here are a few key points to keep in mind throughout this process to ensure that your installation goes smoothly and in time. Please read through and kindly return to us at the time of order prior to measure

- Granite and Quartz surfaces contain natural fissures, pits, blemishes, pooling, color spots and may vary in gauging, coloration, shading and particulate structure within the same slab. Samples and displays are only a representation of the color and may not match the actual slab used
- Most stone countertops contain seams. Seams are visible and can be felt. We will indicate the location of your seams at measure, but we reserve the right to change it at fabrication
- Customer must be present at the time of measure to review edge profiles, seam locations, overhangs, and approve all the details. Customer must be present at the end of the installation for inspection and approval.
- Cabinets, end panels and walls must be fully and permanently installed at the time of measure and should not be moved, added or adjusted after field measure
- New sinks, faucets, all fixtures and appliances that go on the countertop must be on site at the time of measure, with templates and specs. Farm sinks must be installed.
- Sink cut outs will be done according to template provided by manufacturer and AMC will not alter the template. AMC does not control and is not responsible for the amount of reveal, flush or negative reveal of sink cut outs as we do them according to the supplier provided template
- Sink and cooktop cut outs made in the shop are production waste and will not be provided
- AMC will be unable to complete the measure if, at the time of appointment, there is missing information, incomplete cabinets, no sink or faucet on site, or if selections and design has not been finalized. This will delay the fabrication and installation and may incur in additional trip charges if we need to return to measure
- Customer will be responsible for tops, sinks, faucets and fixtures not fitting properly and any costs incurred if any element is missing at time of measure or installation and remakes or reworks are necessary.
- 70% of the countertop must be supported by structurally sound cabinetry. Support brackets are needed for overhangs over 6" for granite and 12" for quartz. Knee caps are not enough support for stone countertops and panels cannot hold stone countertops, even with support brackets
- Cabinets should be plumb, flat and level for installation. If AMC does the tear out of existing tops and cabinets are out of level, AMC may not be able to proceed with the install and the customer or their carpenter is responsible to have the cabinets repaired or leveled
- Care will be exercised during installation, however, scrapes, punctures or digs to walls or cabinets are possible and sometimes unavoidable
- During transportation or fabrication, a top can and will sometimes break. AMC will replace and prioritize the installation as soon as possible. Delays may occur to have additional stone supplied to us to remake the pieces, but no compensation or discount will be provided
- Sometimes due to circumstances beyond AMC's control, materials may be unavailable, in backorder or other issues. No compensation will be provided for delays regarding this issue
- Chips are caused by impact, especially at the edges and are not material or installation defects

I understand and acknowledge the above expectations

Print Customer Name

Signature

Date

Sign and email back to Sales@amccountertops.com or Fax 920.322.9156