



## Quick Start Guide and Installation Process Timeline

- ✓ Get an estimate
- ✓ Finalize all your selections
- ✓ Place your order
- ✓ Set a Measure Appointment
- ✓ Prepare your project for measure
- ✓ Approve and Sign the Final Quote
- ✓ Prepare for installation of your new countertops

### GET AN ESTIMATE

- Create a simple countertop drawing with dimensions of your project, indicating splashes, sinks, ranges and refrigerator (See sample)
- Fill an Estimate Request and email it along with your drawing or blueprint or bring it to our showroom

### FINALIZE YOUR SELECTIONS AND PLACE YOUR ORDER

- Select your countertop material, color and edge, sink, faucet, dispenser, splash and finalize all design decisions
- Place your order with your sales consultant. Your downpayment will be due at this time
- Purchase all other elements that go with your countertop: cooktop, slide in stove, downdraft vents, water filter, air gap cap, and sinks and faucets.

### SET A MEASURE APPOINTMENT

- When you know when your cabinets will be completely installed, call to set a measure appointment with your Sales Consultant
- Our Measure Tech or the Sales Consultant will contact you to set an appointment within a couple of days.
- At the time of measure, you should be present for important decisions and to review the final details that will determine how your countertop should be manufactured and installed

### GET YOUR PROJECT READY FOR MEASURE

- Make sure to remove all items from your existing countertops so the tech can measure with precision
- All your cabinets, panels, walls should permanently installed and completely finished
- Cabinets should completely flat, plumb and level
- Cabinets **must not be moved or altered** in any form after the measure. If you have other project, like new flooring, that requires that cabinets are removed, wait until flooring and cabinets are back in their place and securely anchored, flat and level

- 100% selections and decisions have been finalized
- Sinks, faucets, fixtures and appliances provided by customer are on site, unpacked, inspected and specs are available. Sink cut out template and reveal information should be available and on site
- Farm or Apron sink **must be installed** prior to the measure
- Please do not skip any step above as we will only be able to complete the measure if you have everything ready as explained above

#### APPROVE AND SIGN THE FINAL QUOTE

- Once the measure is completed, the Measure Tech will create the drawings for production and installation. Your Sales Consultant will contact you within a few of days to give you final pricing
- Review, approve and sign the Final Quote and Drawing and send back to your rep  
This is our contractual agreement, so we request you to sign.

#### FABRICATION AND INSTALLATION SCHEDULING

- Once we receive your signed approval your Sales Consultant will submit the order for production scheduling. Changes and cancellations cannot be accepted at this point.
- We will call you 2-3 days after we submit your job to production, to schedule an installation date
- The installation is usually scheduled for 12-15 working days after your signed final quote is received. This lead time may vary depending on the time of year.

#### PREPARE FOR INSTALLATION

- One day prior to install, remove existing countertops and disconnect plumbing, if you have selected to do it yourself or someone else. Cabinets should be flat, level, and free of nails
- Sinks, faucets, air gaps, fixtures and appliances that go on the countertop should be unpacked and ready in area of installation
- Remove all items from the countertops (if we will tear out), from cabinet drawers and all the items under the sink cabinet
- Children and pets should be away from the area at all times
- At the end of the installation, we request that you are present to inspect and approve

#### AFTER THE INSTALLATION

- Wait at least 12 hours to connect the sink and garbage disposal to allow to dry
- After 12 hours, you can wipe, clean and use your new countertops for a long time!

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