



**K.G. STEVENS**

TRANSFORMING THE COMMON PLACE

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## COUNTERTOP INSTALLATION GUIDE

Customer Name: \_\_\_\_\_ Customer Phone: \_\_\_\_\_  
Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_  
Customer Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
Cabinet Outlet Salesperson: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Attention Customer:** In order to ensure a quality installation, we ask you review, agree to and sign this checklist and statement of our policies as part of your order. **PLEASE READ the following CAREFULLY. Initial and sign to indicate your understanding and agreement. This form MUST accompany every order. No orders will be started without this form.**  
Thank you in advance for your assistance and cooperation with this effort.

### PREPARATION BY CUSTOMER

**Final Pricing:** Your initial purchase order is an estimate of the projected price of your countertop project. The final price will be determined after the field template has been completed.

**Product Information:** Countertop color card samples and literature may vary from the actual countertop material therefore a color should always be picked from a sample. In addition, please be aware that some countertop colors may require more maintenance. Under ordinary use, darker colors will show dirt, dust, scratches, rubs, fingerprints, and watermarks more readily than lighter colors and patterns. Because Zodiac<sup>®</sup> is composed of pure natural quartz, there will be variation in the quartz color, pattern, size, shape and shade of the product. This is a unique characteristic of Zodiac<sup>®</sup> and by no means affects the performance of the product.

**Cabinets must be plumb, level and secured to the walls and/or floor:**

The countertop must lie flat within 1/8" to eliminate stress on the corners, cut-outs and seams. **Therefore, it is the responsibility of the customer to ensure that the cabinets are plumb, level and square.** All kitchen cabinets must be permanently secured to walls and/or floor. All cabinetry and end panels must be completely and permanently installed (set and level) prior to the date countertops are scheduled to be templated. Cabinets that will rest on top of the countertop (i.e. appliance garage, etc.) must be installed **after** the installation of the countertop. Cabinets out of level will require shims to be placed between the cabinet's countertop. The shims will be either wood or plastic and may be visible from the front and underside of the countertop. **It is the customer's responsibility to add a trim piece to match the cabinet to cover the gap left by the shims.**

**Adequate support:**

The surface type and material thickness dictate the amount of over hang permitted on a countertop. The countertop can support an overhang of:

- 6" (Corian<sup>®</sup> Countertop)
- 15" (3 CM Zodiac<sup>®</sup> Countertop)

without additional brackets or corbels. However, at least 70% of the total countertop must be supported by cabinets, an island, knee wall etc. All overhangs in excess of those previously mentioned will require corbels or brackets. All support brackets and corbels must be installed prior to the field template – customer's responsibility. New or existing cabinets must be structurally sound to withstand the weight of the countertop.

**Sinks, faucets and appliances:**

Items to be mounted in the countertops **MUST** be on the job site prior to the date of field template. Changes in specifications will not be accepted after field template is complete. Any changes may result in a change of the install date. All cutout information (including items such as sinks, faucets, soap pumps, hot/cold water dispensers, cook tops) must be at the job site prior to field template date. The customer should coordinate with the store Sales Associate to make arrangements for reconnection of plumbing and electrical items (sink, faucet, dishwasher, stove, etc).

**Appliances:**

All appliances (including dishwashers, stoves and refrigerators) **MUST** be in place at the time of field template.

**Customer Authorization:**

The customer (or designated decision-maker over the age of 18) **MUST** be present at the time of measuring/templating, and be responsible for approving all the details of the countertop. The field template supersedes all previous drawings.

**Incidental Damage:**

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed prior to installation if at all possible. Care will be exercised during the countertop installation; however, scrapes, punctures or digs to wall surfaces are possible, as are scratches and scrapes to cabinetry. **These items are considered incidental damage and are the customer's responsibility to repair.** In most cases, cabinets can be easily repaired with a cabinet touch-up kit.

I (customer) have read and understand the Preparation Checklist: \_\_\_\_\_ (Initials)

**INSTALLATION**

**Installation:**

The customer or (designated decision-maker over the age of 18) **MUST** be present during the entire installation process.

**Seams:**

Placement of all seams that may be required is at the discretion of KG Stevens. While Zodiaq® countertops will have a visible seam, almost all colors of Corian® allow for inconspicuous seams. However, some colors and patterns are more conspicuous than others.

**Back Splash Installation:**

If the job order includes a high-back splash, please note that it is usually a 2-part process to complete the installation. The high-back splash will be measured after installation of the deck. The back splash will be installed approximately 1-week later. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the high-back splash. This process allows for the best fit.

**Installation Sign-off:**

After the countertop has been installed, the customer (or designated decision-maker over the age of 18) **MUST** be present to inspect the countertop. An installation customer approval form will be provided, which you will be asked to sign, confirming your satisfaction with the quality, fit and damage-free condition of your new countertop. **If you are not completely satisfied with the installation of your countertop, please contact KG Stevens immediately, before the installer leaves the location.**

**Cleanup:**

Installation of a countertop is a construction process and residual dust should be expected. The customer may want to drape or cover areas to help contain the dust to the construction area. The job site will be left in broom-clean condition.

**SCHEDULING**

**Measure/Field Template Date:**

KG Stevens will call you within 2 business day after your order is received to set up a time to measure/field template the countertop.

**Installation Date:**

KG Stevens will call you to schedule the installation date after the field template has been performed and purchase order updated.

**Time Window:**

All field template and installation dates will be scheduled directly with the customer with the understanding that a 3-hour window of time for arrival will be given. The job will be completed during normal business hours, Monday - Friday, 8 - 5 PM.

**Cancellations:**

Template appointment cancellations require (1) business day prior notice during normal business hours. Installation appointment cancellations require (3) business days prior notice. **If there is a change to an installation date or time, KG Stevens is not responsible or liable for any compensatory reimbursements.**

In the event of a conflict or inconsistency between the terms set forth herein and the terms of the Installed Sales Contract, the terms of the Installed Sales Contract shall control.

I have read and understand the information contained herein as attested by my signature below:

**Customer's Name (printed):** \_\_\_\_\_

**Customer's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_