



Access
Countertops Ltd

912A Laval Crescent,
Kamloops, BC V2C 5P5.
Tel: 778-471-4488 Fax 778-471-4498

CUSTOMER INFORMATION PACK



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OUR ESTIMATE INCLUDES THE THE FOLLOWING:

- ✓ Your colour choice of granite, quartz or marble
- ✓ Price for templating, installation or pick up
- ✓ All holes drilled at time of installation (additional charge for extra holes cut after installation)
- ✓ Hanging of the sink
- ✓ Sealing of the granite with regular sealer (Quartz does not need to be sealed)

TERMS:

A 50% deposit is required upon placing your order, 40% is due before installation, and the balance is due on the day of installation.

ADDITIONAL OPTIONS

Removal of existing countertops is priced based on the size of the kitchen and the type of counter. We do not dispose the removed counter. You should arrange for all plumbing/electrical/gas etc, to be disconnected prior to us removing the tops.

For Granite Only - Bulletproof sealer \$425 plus tax - 15 yr. Guarantee against staining - must be ordered by template date. If you purchase any natural stone with a honed or textured surface, we highly recommend the Bullet Proof sealer.



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ORDER AND OTHER INFORMATION

1. Your estimate is based on layouts/plans supplied by yourself/contractor/cabinet maker. The final costs will be determined by an on-site template and completion of final drawings by Access Countertops Ltd.
2. After template there will be a two week wait time (+/-) before the countertop is installed and during which time your countertop is being fabricated. Access Countertops Ltd will strive for a minimal wait time but cannot be held responsible should wait times be exceeded.
3. No changes to your order can be guaranteed after the time of measurement i.e. edge, colour. All changes after the initial order but prior to measurement must be in writing from the customer. If the colour selection changes, restocking fees may occur.
4. It is the customer's responsibility to provide Access Countertops Ltd prior to templating with all required documentation, failure to provide required information may result in your templating being delayed. Spec sheets, makes and models, special instructions for hole placements etc. for all the following;
 - make and model of sink
 - make and model of faucet
 - fixture hole locations
 - type of stove (free standing, slide in, cooktop)
 - make and model of stove
5. Access Countertops Ltd **CAN NOT** do any plumbing, cabinet, electrical or gas work, it is the customer's responsibility to arrange any or all that is required prior to your installation. If we cannot install your stone due to the cabinets being out of level, extra costs will occur.
6. It is required that you remove any appliances (dishwasher can stay) – Access Countertops Ltd will not accept liability for damage to (but not limited to) appliances, cabinets, flooring, tiling, walls etc. if we are required remove appliances from the kitchen area.
7. Removal of old tops can be done but will incur additional costs based on size of kitchen and the product used. See above for information with regards to water, gas, electric.
8. A 50% deposit is required upon placing your order, 40% before installation of the stone, and 10% on completion.
9. You can choose your own stone at our wholesalers. We work with several in Vancouver. You can visit any or all and place a 'TAG' in your name on the stone of your choice. You are not committed to any of the stones UNTIL you accept a price and we send a purchase order to bring the stone to our yard. If you do not wish to purchase, your tag will either expire or we will cancel it on your behalf.



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CUSTOMER RESPONSIBILITIES

ACCESS COUNTERTOPS LTD IS YOUR STONE EXPERT AND WILL COVER ANY ISSUES RELATED DIRECTLY TO THE STONE WITH REGARDS TO INSTALLATION. IT IS THEREFORE VERY IMPORTANT THAT YOU PAY CLOSE ATTENTION TO THE FOLLOWING POINTS.

1. You are required to remove your existing laminate/stone counters, prior to templating; this ensures that your granite fits correctly.
2. Your existing laminate counters may be installed with a filler piece on the top of the cabinet to accommodate the wrap over lip of the manufactured countertop, please ensure that your drawers and cupboard doors are correctly aligned to open and close once the filler has been removed as your granite will sit directly onto the top of the cabinets
3. If we are installing a granite backsplash under existing wall tile, further visits to template and install after the initial installation of your countertop may be required and will result in additional costs.
4. Ensure that the cabinets are level – either new or existing cabinets - prior to measurement. In some instances, we do need to use shims to level the stone especially around the seam area.
5. If you are leaving your existing countertop in place, you must ensure your cabinets are totally cleared of any items for templating and installation. There will be additional costs to template with the counters in place as this takes considerably longer to complete.
6. For new cabinets, digital measurement cannot be done until base cabinets are in their permanent location.
7. It is your responsibility to ensure that your appliances will fit either under the stone (i.e. dishwasher) or above or in line with the top of the stone (i.e. stove).
8. Sinks and faucets must be on location at time of measurement or delivered to our shop prior to measurement. If you are not going to be present, please ensure you have advised us of the location of any holes needing to be drilled.
9. Apron sinks must be installed before time of measurement.
10. It is important that you do not plumb your sink for a minimum 24 hours. Plumbing should not be completed until your sink adhesive has had time to cure as this could move the sink from its original position or compromise the seal of the silicone. Additional charges may be incurred to re-position your sink.
11. In adverse weather conditions, appointments may be delayed or canceled, and all driveways/walkways MUST be cleared and salted to ensure the safety of our installers.



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WORKMANSHIP WARRANTY

Access Countertops Ltd will fabricate and install our material in accordance with the industry standards. We will repair or replace any part that fails due to improper fabrication or defective seams. Warranty is one year on labour only for seams and sink hanging.

Access Countertops Ltd will not be held responsible for any defects or malfunctions due to:

- Accidents or alterations by the customer
- Misuse or damage caused by physical abuse, such as standing on the tops
- Scratches caused by dragging objects across the surface
- Chips caused by banging or hitting the stone with a heavy object
- Natural properties of stone such as fissures or mineral deposits
- Natural stone and quartz are subject to thermal shock. Thermal shock is the sudden change of surface temperature. It is recommended that you protect your countertop surface from direct heat sources by using place mats, coasters and/or trivets.
- Scorching caused by placing hot pots/pans placed on countertops
- Seam failure due to settling or structural issues unrelated to the countertop installation
- Staining, surface etching (citric acids, vinegar, cleaning products etc.)
- Sinks dropping due to being plumbed before 24hrs has passed and/or misuse

Our warranty applies to:

- countertops that have not been moved from their original place of installation
- are used exclusively by the original homeowner
- are maintained in accordance with the maintenance instructions provided



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CUSTOMER AGREEMENT

I have read the information package provided to me by Access Countertops Ltd.

I am aware and understand there are a number of natural characteristics of stone, which include but are not limited to, color variations, water lines, fissures or surface pits and blemishes, and other occurrences which are mentioned throughout the package, that cannot be controlled or avoided by Access Countertops Ltd.

I am aware that although Quartz is a man-made product, it can have variances within the slabs and between slabs.

I understand that all seams are visible to the sight and touch.

I am aware of my responsibilities before, during and after the installation of the stone.

I authorise Access Countertops Ltd permission to proceed.

Signed: _____ Date _____



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NATURAL STONE INFORMATION

1. Natural stone will have variations from slab to slab and within the slab. It is normal and acceptable that variance in colour, veining, and shading may occur from one end of the slab to the other.
2. Granite and marble are natural products which are porous and may stain. Wipe up spills of red wine, oil, grease and acidic products immediately.
3. Natural stone may have small pit holes, areas of dull polish, stone deposits, and may show porosity.
4. Fissures (a form of crack that has no stone content and is usually filled with clear resin) may be present. If you are sensitive to perceiving fissures as cracks then consistent material or engineered stone may be more suitable for you.
5. Veining patterns can occur and are impossible to match exactly.
6. Natural stone is not a product that promises inconspicuous seams. Seams may be additionally visible due to variations in slab, veining, and poorly levelled cabinets. Seams in the countertop are visible to the touch and sight. Positioning of seams is at the discretion of Access Countertops Ltd.
7. Natural stone is tough but not indestructible. The stone may show scratches caused by cutting or dragging heavy objects across the counter. Chips can occur on the edges and inside the sink area.
8. The slab surface is pre-polished and untouched by our tradesmen. The surface cannot be repaired in most instances.
9. All countertops are sealed upon installation and should be left untouched for 24 hours so the sealer can penetrate the stone fully. We recommend that countertops are sealed every two to five years.
10. Warranty on seams and sink hanging is one year.
11. No warranty on material.

ACCESS COUNTERTOPS LTD WILL NOT KNOWINGLY FABRICATE A DEFECTIVE SLAB OF NATURAL STONE



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MAINTENANCE INSTRUCTIONS FOR NATURAL STONE COUNTER TOPS

EVERYDAY MAINTENANCE

Daily maintenance of your natural stone countertop can be done simply by using a mild PH neutral dish soap and water, then buffing with a dry towel.

It is important not to use any harsh commercial cleaners such as Vim, Mr. Clean, SOS Pads, Comet, Windex, Fantastic, etc. on natural stone countertops.

We recommend the use of StoneTech products for regular maintenance of your countertop. We carry StoneTech Daily Revitalizer for everyday cleaning and StoneTech Heavy Duty Sealer should your top need re-sealing.

These products are specifically made for natural stone and are available in our showroom.

LONG-TERM MAINTENANCE

Upon installation, your natural stone countertop will be sealed with a layer of silicone impregnator. As the stone is a natural, porous substance, this is not a permanent seal and liquids such as red wine and oils should be wiped up as soon as possible before they can penetrate the stone.

Please keep in mind that once the stone is stained it is almost impossible to remove. To maintain the original appearance and provide maximum protection, we recommend re-sealing your natural stone every two to five years, based on the volume of use of your countertops.

If you have Bullet Proof, you do not need to reseal your countertops for 15 years.



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ENGINEERED QUARTZ INFORMATION

1. Quartz is a non-porous stone but it is advisable to wipe up any spills as they happen. It is stain **resistant** NOT stain proof!
2. Some quartz colours have veining patterns and are impossible to match exactly in seams. Quartz slabs are made up of crushed natural quartz and therefore the manufacturer cannot control colour variations in each slab or between slabs.
3. Quartz cannot promise inconspicuous seams. Seams in solid colours may be more prominent. They may be additionally visible due to variations in slab, veining, and poorly levelled cabinets. Seams in the countertop are visible to the touch and sight. Positioning of seams is at the discretion of Access Countertops Ltd.
4. Quartz is tough but not indestructible. The stone may show scratches caused by cutting or dragging heavy objects across the counter. Chips can occur on the edges and inside the sink area.
5. The slab surface is pre-polished and untouched by our tradesmen. The surface cannot be repaired in most instances.
6. Warranty on seams and sink hangings is one year.
7. Each Quartz suppliers offers their own warranty.

ACCESS COUNTERTOPS LTD WILL NOT KNOWINGLY FABRICATE A DEFECTIVE SLAB OF QUARTZ

MAINTENANCE INSTRUCTIONS FOR QUARTZ COUNTER TOPS

EVERYDAY MAINTENANCE

Daily maintenance of your quartz countertop can be done simply by using a mild dish soap and water, then buffing with a dry towel.

Upon order, a more detailed care package will be included with your invoice.

We recommend the use of StoneTech products for regular maintenance of your countertop. We carry StoneTech Klenzall for everyday cleaning,

This product is specifically made for quartz and is available in our showroom.