STONE/GRANITE/INSTALLATION INFORMATION SHEET (R1)

**OHIO TILE AND MARBLE believes granite or 100% Natural quartz are the perfect choice for countertops. Please review the following information to ensure your complete understanding of natural stone, fabrication and installation of your product. Orders will not be processed until this form is signed and dated by the customer.**

**STONE/GRANITE/100% NATURAL QUARTZ CHARACTERISTICS**

BLEMISHES & PITS: Granite, Natural Quartz and any natural stone may have some type of blemishes, imperfections and or small pits in the surface. These characteristics are the result of the stones crystalline structure and the small spaces that form between the various minerals and crystals. During the polishing process crystals & or minerals may be removed causing some of the imperfections to become more visible and may be felt. No stone slab is perfect and each and every slab will have some type of noticeable mineral deposits, pits, fissures, shading, dull mineral deposits, fillers and change in grain.  
  
COLOR: Granite and Natural Quartz come in a variety of color and grain patterns. Granite and natural quartz is not manufactured and no two pieces/slabs are exactly alike. Shading, tone and veining may vary within each and every slab, however they will be somewhat consistent when the slabs are from the same run/lot. Every shipment will deviate from the last and you must view and select your stone prior to fabrication.

FISSURES: Fissures are common in granite/natural quartz even before fabrication or installation and are not considered a flaw. The term “fissure” is used in the stone industry to describe a visible separation along crystalline structures. Fissures can also occur over time after installation due to any type of settlement or movement in the super structure, cabinets, etc. Fissures are very common around sink or cook top cut out areas do to structural changes made to the stone, however this does not change the stability of the stone after it is installed.

GRAIN: Change in grain, pattern and direction of grain may occur at seams. This all depends on the layout of your counters and the stone that is chosen. In some instances this may be avoided if more material is purchased or more seams are added to the counters.

LIGHTING/POLISHED SURFACE: After installation customers may notice a change in hue, color tone, certain mineral deposits, reflection, variation in the surface polish and blemishes. The polished surface of each stone will have different effects and will include areas that may appear dull and or spotted in different interior and exterior lighting: This is not a flaw in the stone or polish - it is due to the specific components of minerals, quartz, feldspars and other materials and their reaction to polishing and various interior and exterior lighting.

HARDNESS: Granite and Natural Quartz are one of the most scratch resistant products on the market. Granite and Natural Quartz contain feldspars, biotine, amphibole, ferrous titanium oxides, quartz and other mineral combinations, therefore, most granites and natural quartz range on the Mohs hardness scale of 6-8 (Diamonds are a 10). However, these items are not scratch proof and may scratch therefore we recommend using a cutting board.

**ESTIMATING and CHOOSING YOUR STONE**

ESTIMATES (PRICING): Estimates are provided according to your kitchen cabinet layout. If changes to your cabinet layout occur at time of measure - your estimate may change. Installed prices do not include tear out of existing countertops, carpentry, painting, electrical and or plumbing work. We recommend for you to hire a qualified contractor to handle your project. If other services are needed, please complete our sub-contractor specification form or discuss with one of our sales representatives at the time of estimating.

SAMPLES: We offer sample chips for coloring and hue purposes only when trying coordinate other décor items. Due to the uniqueness of each slab, these samples are not necessarily representative of our current stock. Final selection of your slabs must be done and approved prior to fabrication. Photos may be taken or provided but they do not represent the true color and hue of the stone (do not make your decisions based on photos). Color and hue will vary significantly based on individual monitors, camera settings, resolution, interior and exterior lighting. Photos are to help customers visualize the stone grain, movement, patterns, mineral deposits and other characteristics of the material.

**MEASURE – FABRICATON - INSTALLATION**

APPLIANCES: Ohio Tile will not assist, remove, adjust or install any appliance (existing or new). Dishwashers are to be installed by the customer prior to the installation of our countertops.

CABINETS: If your cabinets are not level, square or plumb this will usually cause the distance between the stone and cabinets to vary. If the cabinets are not plumb to the walls the overhang may also vary. Your installer will make every effort to level your new granite countertops and keep a consistent overhang. On occasion blame has been placed on the granite and the installer – this will not hold true, for our countertops are matched at our facility on a level surface. At the time of installation, shims may be used to level tops and may be seen. A trim piece may be installed by your carpenter to cover the space or shims and is not the responsibility of Ohio Tile and Marble and also its installers.

DUST: Dust will occur and is created with any type of construction project. Dust will appear well after the job is complete. If you are concerned about dust; please remove any items in your cabinets, cover areas of concern, seal off adjacent rooms and turn off your central unit during this time. For stability reasons: surface mount sinks as well as cook top cut outs in your stone must be completed after the counters are installed – Our installers will make every effort to minimize the dust created during this process but it is unavoidable.

INSTALLATIONS: Our installers will make every effort to assure your countertops are set in place to industry standards. If you have questions please visit with them during measurement, prior to installation or at final inspection.

MEASURING/TEMPLATING: You should be present during this time. This will allow for you to review seam locations, radius corners, overhang as well as other questions that may arise. Existing countertops are to be cleared of all items by the customer.

RESEARCH: Many competitors may provide cheaper estimates. Do not make quick decisions based solely on pricing: take the time to visit their fabrication facility, discuss their knowledge of stone, research their craftsmanship, ask questions about seam locations and review their quality of their stone.

SEALING: Our granite, marble & natural quartz are sealed prior to installation. Granite and Natural Quartz are not stain proof but maintain a high resistance to staining. We recommend you clean your stone counters with an approved countertop cleaner. Although stains are rare, most can easily be removed with an approved Stain Remover.

SEAMS: When fabricating, we make every effort to cut the stone to coordinate with the abutting piece as well as try to keep a consistent thickness and grain direction between the two pieces (color and thickness will vary from slab to slab therefore change in grain, color and lippage can result from this). Small chipping does occur along the seam edges as a result of our sawing operation. Granite can not be fused together which make seams necessary, therefore seams can be observed and can be felt. *If a job requires seems to be longer than a span of 36”, Ohio Tile and Marble will not guarantee that the seam will be flush and will not warranty or honor any complaints against this (A separate signed waiver of understanding will be required from the customer prior to fabrication*) During installation, the seams are filled with an epoxy or polyester adhesive that is color coordinated by the installer to help blend with your granite as well as fill any chips and assist with lippage. Please understand that this filler may displace over time and with any movement or settlement to your cabinets. Placing seams over dishwashers is discouraged.

SINK CUTOUTS: When sinks are manufactured each sink may vary in actual size based on what plant or assembly line it is produced. In fact, many manufacturers state on their templates that the opening can vary up to 7/8 of an inch, therefore, the actual sink opening may vary from the cut out in your stone (this is especially true in porcelain sinks) . Our sink cut outs are done by CNC Machines and done to the specifications of your chosen sink manufacturer. When fabricating your sink cut out, we always use the NO reveal method/cut out with a DEMI edge. At time of measure, you the customer must specify if you would like a reveal on the sink cut out. Sinks will be adhered to the granite at the time of installation. On some occasions rods will be installed into the bottom of the rails of the granite to improve strength and stability. Fissures can be present in this area at the time of installation.

SIZE and THICKNESS: The average useable size of our slab material is 115” inches in length x 68” in height. Available thickness is 3cm (1 ¼”), however, thickness may slightly vary from slab to slab. When designing your kitchen cabinet layout please take into consideration the average useable size of most natural stone slabs in relation to seems.

STABILITY/OVERHANG: Granite and Natural quartz are very stable after installation but the following areas should be avoided from standing or climbing on: Sink areas, cook tops, over the dishwasher and any extensive overhang on islands or bar tops. In most cases overhang is stable without support with the following guidelines: 3cm (1 ¼” thick) 10” maximum (please review this with your sales representative in regard to the material you have chosen). Please make sure you discuss any overhang questions with your installer at the time of templating/measure. Even with overhang, we suggest some type of support. If extra support is needed the expense and installation is the full responsibility of the customer unless requested during time of estimating.

SINKS/FAUCETS/COOKTOPS: All sinks, faucets and cook tops must be on site during measure as well as installation. If the actual item is not available, please make sure you have the appropriate specifications. It is the customer’s responsibility to make sure that these items will fit into their respective cabinets. If you are using a Farmer or Apron style sink, it must be installed prior to templating or measure. If items are not installed or present at the time of installation you may incur an extra $100.00 service charge.

TEAR OUT: Ohio Tile does not provide any type of demolition or tear out of existing countertops.

TEMPLATES: We only accept wood templates, exact field measurements and or shop drawings. No card board or paper templates will be honored.

WALLS: Granite is a raw and unforgiving material. During installation your installer may be required to make modifications to adjacent surfaces/walls. We highly recommend using some type of back splash where the stone meets the wall and if you elect not to use a splash, we are not responsible for the joint or void where the wall and counters meet. We will not be responsible for repairing of wall surfaces when the stone is installed or where it butts to the counters.

WARANTIES: If your installation is provided by Ohio Tile and Marble, customers will be required to sign a final inspection memo after the job is completed by our installer. Ohio Tile and Marble will assist you with any valid situations at the time of installation or immediately after inspection. If an Ohio Tile representative, mechanic or sub-contractor is asked to visit a job site after final inspection the customer may incur additional charges. *If you are not present at final inspection you are waiving any and all rights to claims and or complaints. Ohio Tile and Marble will honor any valid issues for up to one year after installation*.

We have read and understood all of the above items and will not hold Ohio Tile and Marble or its sub-contractors responsible for any of these items.

DATE: PRINTED CUSTOMER NAME:

CUSTOMER SIGNATURE:

We appreciate your business and want you to enjoy and understand your new countertops.

If you have any questions please do not hesitate to contact us @ 513-541-4211 or [sales@ohiotile.com](mailto:sales@ohiotile.com)