

## NATURAL STONE INSTALLATION & INFORMATION SHEET (2023)R7c

Please review the following information to ensure your complete understanding of natural stone, fabrication and installation of your product.

**Measures or Fabrication will not be scheduled until this contract is signed and dated by the customer or account representative/contractor.**

*NATURAL STONE CONSISTS OF THE FOLLOWING: DOLOMITE, GRANITE, LIMESTONE, MARBLE, QUARTZITE, SCHIST, SERPENTINE AND TRAVERTINE*

### CHARACTERISTICS

**BLEMISHES & PITS:** All varieties of natural stone may have some type of blemishes, imperfections and or small pits in the surface. These characteristics are the result of the stones natural 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:** All varieties of Natural Stone come in a variety of color and grain patterns. Natural Stone 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 should personally view and select your stone prior to fabrication.

**ETCHING:** All natural stones may be susceptible to some type of acid etching. Do not use any type of acidic cleaners and do not cut any acidic products on your countertops (use of a cutting board is recommended).

**FISSURES:** Fissures are common in all varieties of Natural Stone and are not considered a flaw. The term “fissure” is used in the stone industry to describe a visible separation along crystalline structures.

Fissures may be present in your stone in various areas and along natural veins. Fissures may be present prior to fabrication or installation. If cracks or fissures develop over time after installation, this is due to some type of settlement, standing on or movement in the super structure, cabinets, etc. and there are no warranties against this. Fissures are very common around sink or cook top cut out areas due to structural changes made to the stone, however this does not change the stability of the stone after it is installed.

**GRAIN/VEINS:** Change in grain, veining pattern and direction of each will occur in every slab. Due to the amount of movement in most stone slabs, the change in grain, vein pattern and shading may occur at seam locations. This all depends on the layout of your counters and the stone that is specified. In some instances this may be avoided if more material is purchased or more seams are added to the counters.

**HARDNESS:** All Natural stones will vary in hardness. Granite and Natural Quartzite are one of the most scratch resistant products on the market range on the Mohs hardness scale of 6-8 (Diamonds are a 10) while other natural stone like marble and dolomite range from a 2-5 on the mohs scale. Natural stone is not scratch proof, therefore we recommend using a cutting board and taking the proper precaution.

**LIGHTING:** After installation customers may notice a change in hue, color tone, mineral deposits, reflection, variation in the surface polish and blemishes. The 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, honing and texturing in various interior and exterior lighting.

**STAINING:** All varieties of Natural stone are not stain proof but maintain a high resistance to staining. Some stains may occur on or after installation due to various reasons. Some stains can easily be removed, however some stains (ie: grease/oil) may not be removed. Stains are rare in a true granite, but dolostones, marble and quartzites are more prone to staining in sink and cooking areas. We recommend you clean your stone counters with an approved countertop cleaner. **IMPORTANT:** Sealers do NOT stop water molecules from penetrating your stone. Water absorption is not considered staining.

**WATER ABSORPTION:** All varieties of Natural stone are not water proof and do not stop water molecules from penetrating your stone. Your stone can darken from water molecules around sinks, from wet rags and or any other wet object that are sitting on the counter. Your stone should return to its original state once the water evaporates/dries but may never change in areas of high use. Water absorption is very common in Dolostone, Marble and very common/noticeable in all Quartzites.

## **ESTIMATING, APPLICATION and CHOOSING YOUR STONE**

### **CONDO INSTALLATIONS:**

This is a condo install therefore extra seams may be required due to installation purposes: This will be determined at time of measure. Customer must coordinate with condo association to allow proper and easy access during measure and installation by Ohio Tile. Customer must provide pre-approval to allow immediate use of elevator and to allow easy access during installation on scheduled day (This includes any extra trips). Customer will incur extra charges for any delays or cancellations caused by any property owners and or the condo association delaying the installation.

**CHOOSING YOUR STONE:** There are many choices to choose from. When finalizing your stone take into consideration the items pointed out in this memo, especially size of slabs in relation to your island size, cabinet specs and what areas will require seams. Be careful when dealing with wholesale slab suppliers for many of them are misleading the consumer on what type of stone they are selling.

**Marble** is NOT a recommended product for Kitchen, bar or heavy used countertops.

1. Marble is a calcite stone that is extremely sensitive to acidic products.
2. Marble is an extremely soft stone that can be easily scratched.
3. Marble is a very porous stone and can easily stain.
4. Ohio Tile and Marble will not be held liable, provide any warranties and or be responsible for any and all complaints after the countertops are installed in regard to the characteristics and functionality of this material. Marble is a product that you will have to monitor and take proper care of.

**Soapstone** is an approved material for countertops however, it must be properly maintained.

1. Soapstone is treated at our facility with Mineral oil to help protect the integrity of the stone. When treating the stone, it will darken from its original state.
2. Soapstone is not as scratch and strain resistant as true granite.

**ESTIMATES (PRICING):** Estimates are provided according to your cabinet layout or information supplied. 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 discuss your options with one of our sales representatives at the time of estimating. We do offer separate estimates for removal of existing countertops only. If any changes are required after measure, prior to installation, during or after installation: All fees incurred by Ohio Tile and Marble will be charged to the customer or contractor.

**EXTERIOR APPLICATIONS:** All stones used on exterior applications may dull, develop pits, rust marks and other marring features over time due to climate and weather conditions (No warranties against this) Treating with a good exterior grade enhancer/sealer annually is recommended. Support structure must be level, stable and properly constructed by the contractor to support the stone. If counters or splash will be butting against existing stone or brick: there will be visible gaps along this area and no claims/warranties will be honored against this.

**FIREPLACE SURROUNDS OR HEARTHES:** Substrate and or walls must be properly prepared by the contractor or customer to allow for installation of stone by Ohio Tile and Marble. No warranties on pieces if damage occurs to them from heat transfer and improper ventilation. All surrounds are estimated using three pieces unless specified. If any seams: Reference seam section of this document.

**SAMPLES:** We offer sample chips for coloring and hue purposes only when trying to coordinate other décor items. Due to the uniqueness of each slab, these samples are not necessarily representative of our current stock or special order material. 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. There will be no claims or warranties honored after installation with sample chips being referenced against final material installed.

**SPECIAL ORDER MATERIAL:** When material is specified at a wholesale vendor location. We have no control of the quality, imperfections, veining and shading of the material provided by other suppliers. By approving our estimate, you are accepting the material as is and will release Ohio Tile and Marble from any and all complaints or warranties.. Material from other suppliers may contain fissures, cracks, fill, pits, change in grain, shading and other marring features that we are unaware of. Ohio Tile and Marble will not repair any of these items during fabrication and or after installation.

## **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. We are not responsible for mounting dishwashers to the countertops. If customer/contractor elects NOT to remove any appliances (free and clear of the work area) prior to installation, Ohio Tile and Marble will not be held responsible for any damage to them during our removal of existing countertops and or installation of new countertops.

**CABINETS:** If your cabinets are not level, square or plumb this will usually cause the distance between the slab 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 countertops and keep a consistent overhang. On occasion blame has been placed on the product and the installer – this will not hold true, 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.

**CARPENTRY:** Ohio Tile and Marble does NOT provide carpentry work.

**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.

**FABRICATION TIME:** Normal Fabrication with installation of countertops is an estimated 3 to 4 weeks. At time of order or measure, please inquire about production schedule for it may change

**FULL HEIGHT SPLASH APPLICATIONS (FHS):** Full height splash estimates are based on information provided to Ohio Tile and Marble.

1. Kitchen countertops and FHS will be installed in two to three steps.
2. Full height splash estimates are based on information provided to Ohio Tile and Marble. Full height splash at any range counter is estimated to the bottom of the hood unless specified.
3. Upper cabinet trim work, range hood, range and or cook top must NOT be installed to allow Installation of full height splash.
4. Every effort will be made to provide a tight installation where the material meets all existing items. Gaps may be present after installation of full height splash.
5. Outlet boxes must be stepped out by the electrician to accommodate thickness of material (3cm).
6. We will make every effort to coordinate countertops and full height splash with grain/veining but it will not be an exact match. Majority of full height splashes will have seams. Please reference seam section for details.
7. All details & requirements about the full height splash and seam locations will be discussed at time of measure and contractor must work with Ohio Tile to meet requirements to allow for FHS application and installation.
8. Ohio Tile and Marble does not provide carpentry work

**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. If job site is not properly prepared, sidewalks and entry ways cleared, animals placed in separate rooms, existing counters removed or cleaned off, cabinets or supports not installed correctly, fixtures/appliances not present, material may not be installed and customer will incur a \$300.00 non-refundable charge. Installation will then be re-scheduled.

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

### **MITERED EDGE DETAIL:**

1. All mitered edges must have a pencil edge.
2. Chips (but filled and polished) may be visible at the waterfall mitered edge after installation. (No claims or warranties will be honored against this).
3. Contractor, Carpenter or Customer must supply and install a solid built up base on top of the cabinets to accommodate the laminated edge detail and to allow for clearances of any doors or drawers.
4. Ohio Tile and Marble does not supply any carpentry work.

**PAYMENTS & DEPOSITS:** Deposits are required to process the work order for the following with all balances being paid in full prior to installation. Deposits are binding the Ohio Tile Estimate as well as installation/fabrication contract between Ohio Tile and Marble and the customer and contractor. Without a deposit: Material may be out of stock at time of order or no longer available.

1. Non account customers: 60% Deposit is required on all orders
2. 60% deposit is required from all customers and accounts on special order material to be processed and delivered to Ohio Tile. If order is cancelled for any reason after deposit is received and special order material is ordered by Ohio Tile and Marble, there will be absolutely NO refunds of the deposit.
3. If any customers or account that would like to hold any stock items that will require Ohio Tile and Marble to hold the material for up to 4 months, a 70% percent non-refundable deposit will be required to process the hold and work order. Material may not be changed.

**PLUMBING/PIPES:** Please make sure all water is turned off, all pipes, valves or fixtures are removed or clear from sink area and countertops prior to installation. We will not provide any plumbing services and we will be released from any and all liabilities (including financially) if any plumbing failures should occur during or after installation of our countertops (this includes rough in failures, water line breaks, valve leaks or any other water leaks). If water is not shut off at time of installation, this will be the responsibility of the customer or contractor to do so at that time and if they refuse to do so, that is releasing Ohio Tile and Marble from future liabilities.

**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 the quality of their stone.

**SEALING:** Our natural stone is sealed prior to or at time of installation. Sealing is not a 100 percent method of prevention of future staining. Some stains may occur on or after installation due to many reasons. Some stains can easily be removed, however some stains (ie: grease/oil) may not be removed. . **IMPORTANT:** Sealers do **NOT** stop water molecules from penetrating your stone. Your stone can darken from water molecules around sinks, from wet rags and or any other wet object that are sitting on the counter. Your stone should return to its original state once the water evaporates/dries but may never change in areas of high use. Water absorption is very common in Dolostone, Marble and very common/noticeable in all **Quartzites**.

**SEAMS (Stone):** When fabricating, we make every effort to cut the material to coordinate with the abutting piece as well as try to keep a consistent grain direction between the two pieces. Seams may have lippage, change in grain and or change in hue. Small chipping does occur along the seam edges as a result of our sawing operation. Stone cannot be fused together which make seams necessary, therefore seams can be observed and can be felt. If a job requires seams to be longer than a span of 26", there will be no warranties, complaints or claims against seam complaints. During installation, seams are filled with an epoxy or polyester adhesive that is color coordinated by the installer to the best of their ability to help blend the counters. Due to the range in minerals of natural stone, the seam colorant will not be an exact match and may be visible. Seams may displace over time and with any movement or settlement to your cabinets or support structure. Placing seams over or near dishwashers is discouraged. On many occasions, extra support at seam locations will be required to be installed at the expense by the contractor/customer.

#### **SEAMS IN ISLANDS OR LARGE COUNTERTOPS:**

1. Due to the maximum or size of slabs, the layout of the island and for installation purposes: it will require a seam/seams. Seams will be visible and the following may occur: Lippage, change in shade, change in grain/veining and there will not be an exact match. No warranties, replacements and or complaints will be honored against this.
2. At time of measure seam location will be discussed and if extra support is required to be installed by the contractor.

**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** to avoid maintenance of hard water deposits, decay of silicone at the sink to stone rim and to help prevent from chipping along the sink cut out 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 stone at the time of installation. On some occasions rods will be installed into the bottom of the rails of the stone to improve strength and stability. Fissures may be present in this area at the time of installation (reference characteristics and fissures section). Any and all farmers/front apron sinks must be installed by the contractor prior to measure.

**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 1/4"), however, thickness may slightly vary from slab to slab from the quarry. When designing your kitchen cabinet layout please take into consideration the average useable size of most natural stone slabs in relation to seems, extended overhang and stability of your countertops.

**STABILITY/OVERHANG:** Natural Stone is 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 (1¼" 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 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, cook tops or range information 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 and meet all clearances for your new countertops. If you are using a Farmer or Apron style sink and or slide in range, it must be installed prior to measure. If items are not installed or present at the time of installation you may incur an extra \$300.00 service charge. If using an Ohio Tile and Marble stock sink – there are no or limited warranties on the sink. Complaints about sinks or cutouts will not be honored after installation.

**TEAR OUT:** Ohio Tile will provide removal of existing countertops on a separate estimate. Please inquire with your sales representative if these services are required.

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

**TRIM WORK-CABINET SKINS -MIRRORS- OTHER WALL ITEMS:** Ohio Tile will try to work around these items but on many occasions they must be removed to provide a better installation. If the customer/contractor elects NOT to remove any of these items prior to installation, Ohio Tile and Marble will not be held responsible for any damage to them during our removal of existing countertops and or installation of new countertops.

**TUB DECKS:** All tub decks may require seams & this will be determined and based on material, installation and tub cut out size.

1. Seams (reference seam section) and locations will be determined at time of measure.
2. Tub decks and under mounted tubs must be properly installed by the contractor prior to measure. Tub cuts will not be perfect and will be to manufacturer's specifications (reference sink cut out sections on fabrication and processing).

**WALLS:** During installation your installer may be required to make modifications to adjacent surfaces/walls and may damage them. We will not be responsible for repairing of wall surfaces or cabinet panels after your counters are installed especially in between two walls or cabinet panels. We recommend using some type of back splash where the countertop 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. Note: If using a slab backsplash, you may have visible voids along the span of that splash do to the walls not being plumb/flat (material will not flex to the wall). Ohio Tile and Marble is not responsible for filling those voids.

**WATERFALL ISLAND PANELS:** Island will be installed in two steps for waterfall panel application.

1. Contractor must supply a solid base for waterfall panels to be adhered to (it is not open end installation of waterfall panels). If interior panels are visible there will be a surcharge to any estimate based on surface area to be polished. Some materials are not able to be polished on the backside. If applicable, this area will NOT have a factory finish and will be a satin finish.
2. Waterfall panels will have a mitered seam detail with pencil edge where they meet the island surface.
3. Pencil edge detail must be on all edges of the island tops when using a mitered edge at waterfall panels.
4. Due to the nature of stone: Chips (various sizes)(but filled and polished) may be visible and felt at the waterfall mitered edge after installation. (No claims or warranties will be honored against this).

**WARANTIES:** If your installation is provided by Ohio Tile and Marble, customers will be required to do a final inspection with our installer. Ohio Tile and Marble will assist you with any valid situations at the time of installation or immediately after inspection. We will review any valid issues for up to one year after date of installation. 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.

Customers or Account Representatives/Contractor will be required to sign this installation and information contract showing they 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.





Ohio Tile and Marble has been hired to fabricate and install your slab material.

This is a contract that constitutes confirmation by those signing that they have examined, agree and understand the [Ohio Tile and Marble Companies countertop information and installation document](#).

Customer or Account Representative/Contractor guarantees that the [Ohio Tile and Marble Companies countertop information and installation document](#) was provided in one of the following ways: provided with their estimate, was made available by visiting [www.ohiotile.com](http://www.ohiotile.com) or a hard copy was provided from their Ohio Tile and Marble salesperson either via email or in person.

This agreement is entered into as of the date written below.

**Customer or Account Representative/Contractor Name:**

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Signature) (Date)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
(Date)

**Ohio Tile Sales Representative:** \_\_\_\_\_ \*\*\*\*\*

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

If you have any questions please speak with your direct sales representative.