



## Options Plus Furniture

### Expectations

#### What to Expect and What We Need from You For MEASURING

- The homeowner or a responsible adult must be onsite to make decisions and/or answer questions during measurement.
- We will confirm the description of area(s) and all applicable details: for example, materials, edge detail, backsplash & plumbing spaces.
- All fixtures – sinks, cooktops, downdrafts, faucets, water dispensers, soap/lotion dispensers, etc. – that will be used in conjunction with your countertops must be made available on the jobsite at the time of measurement or delivered to our office prior to measurement to help ensure proper suitability. If using a farm sink, this must be installed by the time of measure. If the jobsite is not ready at the scheduled time of measurement, there will be a \$150 trip charge added to the invoice.
- Existing countertops must be cleared off prior to measuring. Existing countertops must be removed prior to new countertop installation. Options Plus Furniture offers removal of existing countertops and backsplashes for an additional cost.
- **All cabinets must be set and level to within 1/8" over a ten-foot span; otherwise shims will be used to level the countertops.** Counter tops will be leveled to the adjoining tops; this may require the use of shims between the supporting structure and the tops.
- After measuring, allow 2-3 business days for processing. A salesperson will contact you regarding any change in square footage and the sales order will be adjusted at this time to reflect changes.
- Materials will be ordered upon written sign-off or email of approval on Sales Order and a 50% deposit. Cash and checks are always accepted; all major credit cards are accepted for residential customers not receiving discounts. To avoid delays, it is best to make the 50% deposit when the counter tops are measured.
- **Any changes after the measurements have been submitted for production will incur a \$200 change order fee.**

#### What to Expect and What We Need from You For INSTALLATION

- Cooktops and self-rimming cutouts may be cut, or adjusted, on the jobsite. While this does generate dust, one of our installers will follow behind the saw to best collect the dust in a shop vacuum. Please note: All quartz products require heat tape to be placed around cooktop cutouts. This heat tape is applied at the time of installation. Removal of this specialized tape will void the manufacturer's warranty.
- Please note: We will do all that we can to prevent damage to existing drywall/walls/wallpaper/tile during our installation process. However, we cannot guarantee that there will be no damage. If your countertop goes in between two walls, there will likely be some damage.
- The installation process will require the use of epoxies, sealers, and/or silicones. The odors that result from these substances may be offensive to some individuals and harmful to pets. We recommend that individuals or animals that are sensitive to these types of strong fumes not be present during the completion of any work.
- Please note: It is the homeowner's responsibility to move any appliances (e.g. fridge, stove, dishwasher, etc.) that will impede our installation. If needed, Options Plus Furniture can assist in moving appliances; however, we assume no liability for any damage that may occur in the process (e.g., floors, walls, cabinets, etc.)
- Final payment is due at the time of installation.