



Surface Creations of New Hampshire

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Countertops are what I want... but what's the process

Where to Begin

- ✓ Create a drawing of your measurements to bring to a Design Center (countertops only, we do not want to give out inaccurate quotes due to misinterpreted measurements)
- ✓ Get Ideas for inspiration (pinterest boards, google, etc) and set a budget. Understand some concessions may need to be made to fit look vs budget. Alas, champagne taste, boxed wine budget, it's real.
- ✓ Know what's most important to you in your new "look," and allocate the most funds you can there!
- ✓ Bring your layout and ideas to a Kitchen and Bath Design Center to get quoted, this process can take days to weeks
- ✓ You will have a relationship with your designer so make sure they are the right fit for you and your project. Some designers do more unique designs than others. Find the one that will have the skill sets you need, feel free to go to a couple different places. Be prepared to pay more for their talents as well.
- ✓ Make sure you disclose any special arrangement notes (second floor job, condo, island house, etc)

Viewing Appointment

- ✓ Please schedule a viewing appointment on our website or call/email the Viewing Department to schedule a trip to see slabs and learn about your purchase. This is by appointment only.
- ✓ Ask your Designer to provide you all price tiers before you come. We want you to know the price of any stone in our facility so if you fall in love with something you didn't initially expect, know the price ahead of time. We will not discuss any pricing in the showroom, this all goes through your Designer.
- ✓ You should come within 4-6 weeks of your countertops being installed. If it is too early, we cannot tag specific slabs for inventory flow reasons.
- ✓ If you are unable to view or do not want to view, please ensure a Viewing Waiver is submitted to your Designer prior to your template date
- ✓ If you prefer a Virtual Viewing, that is an option. Please contact the Viewing Department regarding this
- ✓ The viewing appointment takes about an hour in person and will teach you about the care and maintenance to your new surface selection. We highly encourage you to bring cabinet, flooring, paint etc samples so we can help you pull the look together.

Pre-template Requirements

- ✓ Work with your Designer to get on the schedule for template and install.
- ✓ Your Designer will let you know the arrival window (ex: 9am-11am) we anticipate showing up in. If you have any time preferences (Either an AM time slot or PM) we must know well in advance to try to accommodate. We do our best, but cannot always guarantee a specific time slot.
- ✓ There must be electricity, heat (weather permitting), stairs, and safe access on the job site for both template and install
- ✓ The pathway to the work area must be clear of all debris (including weather related). Think of someone carrying hundreds of pounds of stone, even a dusting of snow/ice is very dangerous!
- ✓ All existing countertops, backsplash, sinks, cooktop etc, must be completely disconnected and removed from cabinetry PRIOR to template date.
- ✓ All fixtures and appliances (sinks, cooktops, vent systems, faucets, soap/lotion dispensers, garbage disposal, etc) are available for the templaters on template day
- ✓ Please note, at our templater's discretion they may take the sink back to our shop at time of template for programming purposes. If no known model/CAD file is available for your sink a Custom CAD fee may apply.
- ✓ Apron/Farm and cast iron sinks must be installed prior to template
- ✓ Make sure to have realistic expectations. Depending on the size of the job, seams are going to be included.

Template

- ✓ If the templater arrives and the pre-template requirements are NOT met, the template and install will be rescheduled and a trip charge will be assessed.
- ✓ The homeowner or a person over the age of 18 that is authorized to make decisions must be on site at the time of template and install. The template supersedes all previous drawings and details. These are decisions that we produce off of (and what you have to live with!), and are very important. We highly recommend having yourself or someone you trust to make real decisions on site.
- ✓ Any support required for overhang must be installed prior to install date (10 inch for natural stone and 12 inches for quartz is required through).
- ✓ Cabinetry should lie flat within 1/16" to eliminate stress on corners, cut-outs and seams. It is the responsibility of the homeowner to ensure that the cabinets are level, plumb, and square. Kitchen cabinets (Including islands) must be permanently secured to the walls/floor. Cabinets going above countertops must be installed after the installation of the countertops.
- ✓ Final pricing will be given the day after the template. Expect to hear from your Designer the morning after the template! All changes/details must be signed off and approved by noon the day after the template before fabrication can begin. If the noon deadline is missed, your installation will be rescheduled as it fits in our schedule. Changes made after fabrication has begun will not be accepted.

Install

- ✓ Install arrival time will be given to your Designer the afternoon prior. Expect to hear from them.
- ✓ Before the installers arrive, confirm any items that need to be completed or adjusted before install are done.
- ✓ You should expect up to two trips for install. The most common need for a return is backsplash measured up to something (Riser to raised bar, measuring underneath a window or full height)
- ✓ Countertops must be inspected within 24 of install, BEFORE installing any plumbing, casework, remaining cabinetry, etc. around it
- ✓ Incidental damages to your surrounding cabinets, walls or casework in the immediate surrounding area of the countertop are to be expected and now covered items.

FAQ

How long do I wait to use my countertop?

We recommend letting it sit for 24 hours before use. This allows the stone to fully adhere to your cabinets

New England homes tend to settle and move with climates

Gapping is normal. Wait 6 months to see how it settles before adding epoxy to fill the space

Is there a Warranty?

We offer a one year workmanship warranty which covers the installation of your tops. It does not include customer damage like chips, scratches, stains, etc. Most Quartz and Ultracompact surfaces carry an additional product warranty. Please refer to your individual manufacturer for details.

Advice from the folks who have seen it before:

If you are renovating a kitchen in a home you are living in, expect this whole process to take time and plan ahead. The kitchen is the heart of the home and it's difficult to live without. You will be without working cabinets/counters/running water for at least a week but likely much longer (weeks/months) if doing a full renovation. Expect the contents of your kitchen to take up the living/dining room for a while and plan to eat simple foods or dine out often. Expect people of all trades to be in and out of your home during this process. This can feel stressful and chaotic. There are also a LOT of (potentially expensive) decisions to make on your end. You will likely use several time off days from work to help make these choices or attend important moments (like Viewing and Template). These are highly emotional and budgetary items many people overlook prior to starting!