



## IMPORTANT INFORMATION ABOUT YOUR COUNTER TOP INSTALLATION

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

What you need to know before we measure your tops for fabrication:

1. A representative over 18 years of age needs to be on site the days we visit your home prepared to answer any questions that arise.
2. Most of the time, we can measure over old counter tops. If we cannot, we will make necessary arrangements to return at no extra cost, usually within one week.
3. All cabinets must be permanently installed and level. If any changes whatsoever are needed once we measure, we must come back to your home and re-template (this is a chargeable service).
4. All sinks (if customer supplied), cooktop, stove, faucets and dishwasher need to be on site when we template
5. Plumbing should be reviewed to afford accommodation of today's deeper sinks (9 inches or over).

Our field technician will:

1. Make a template of what your new counter top will be based on your design criteria.
2. Advise you of supports required for any overhangs. These are your responsibility to install.
3. Review possible seam locations, final determination of which will be based on slab utilization and handling requirements. We will notify you of any changes in seam location.
4. Advise you of any noticeable out of level conditions and any other suggestions he may have.
5. Review heights of splashes to cover existing paint lines and return trips needed for certain conditions.
6. Ask you to sign some documentation affirming your choices.

Our office will:

1. Advise your dealer or store of any price changes based on the actual field measure.
2. Once we receive a final purchase order, submit your order for fabrication. It is important we received proper documentation as delays can result in the project.
3. Notify you a few days before your order is ready to schedule an install day. Most installs require only one day unless a return trip is needed for us to complete high splashes or punch list items.

Our installer will:

1. Disconnect plumbing and remove your old counter tops (if we are contracted for this service).
2. Install your new counter top. If any additional conditions of out of level are discovered, we will shim the new counters with your permission or return at a later date. This may require installation of molding to hide any gaps. Molding is the customer's responsibility to install.
3. Clean up the work area. If slight sheetrock damage may occur during the install, our installer shall provide the first coat of spackle to repair.

We strive for one day install. However, if a return trip is needed to complete job, we will come back at your convenience.

### IMPORTANT PLUMBING INFORMATION!

1. Waste line protruding from wall should be 18" from cabinet floor for proper draining of today's deeper sinks.
2. Your plumber must check the dishwasher for leaks as we adjust it to fit your new counter top and leaks in old pipes may occur. This can only be checked when the water is turned on.
3. Top Line Company assumes no responsibility for any plumbing issues whatsoever as we are not licensed in any state to perform plumbing services. This is your responsibility to check.

I have thoroughly read both sides of this document and understand all information contained therein.

I acknowledge receipt of copy. \_\_\_\_\_

Customer's Signature

Important Information on Countertop Materials:

Material Selected	Description & Recommendations
Postform Laminate <input type="checkbox"/>	Available in standard manufactured lengths, depths and edges using postformed grade laminates on industrial grade particleboard substrate. Requires miter seams and butt seams for lengths longer than 12'. Counter top ends are finished with laminate end caps. Silicone or caulk is recommended for backsplashes. Avoid excessive water build up at the seams as it may void warranty.
Self Edge Laminate <input type="checkbox"/>	Self edge countertops are made with high pressure laminates on industrial grade substrates. Laminates with special finishes are subject to an upcharge. Bevel edge is an available option. Requires seams for lengths longer than 12'. Silicone or caulk is recommended for backsplashes. Avoid excessive water build up at the seams as it may void warranty. Avoid excessive heat for risk of blistering and excessive moisture for risk of delamination.
Solid Surface <input type="checkbox"/>	Acrylic surface material consisting typically of acrylics, polymers and other materials. Mild scratches and surface abrasions can be removed with a scouring pad. Minimize direct heat exposure and extreme temperature changes. Dark colors and highly polished surfaces tend to show scratches more than light colors do and will require more care and maintenance.
Granite <input type="checkbox"/>	Inspect your granite slab carefully. Pitting, veining, fissures, variations in shade and texture are natural features of granite and are not defects. Wet blotches show more on light color patterns – these eventually disappear once the moisture has dried up. Fissures are also more visible on light color patterns. Darker colors will show fingerprints and watermarks more than lighter colors. Do not use ammonia based cleaners as these will discolor the stone. Spills of strong chemicals, such as paint removers, oven cleaners or oil-based products; acidic liquids, such as wine, vinegar, fruit juices should be cleaned immediately to avoid penetration. Do not cut directly on your counter top as this can cause deep and permanent scratches to appear. To prevent staining, seal your countertops every year or purchase a 15 year premium sealer.
Quartz <input type="checkbox"/>	Quartz surfaces do not require sealing, but can be damaged to exposure to strong chemicals and solvents. Concentrations of color (also called pooling) occur naturally as part of the manufacturing process – these are not defects. Darker colors will show fingerprints and watermarks more than lighter colors. Avoid over exposure to heat. Do not use abrasive and alkaline cleaners. Wipe spills immediately, rinse with water and clean with vinegar based cleaner.
Cleaning & Maintenance: Clean with warm soapy water or mild household cleaners (without acid or ammonia). Avoid abrasive pads, cleaners with abrasives, strong acids or alkali, bathroom cleaners, grout cleaners or tub & tile cleaners. Avoid exposure to nail polish removers, permanent markers, inks, oil soaps, furniture cleaners, paint strippers or staining liquids. Use of cutting boards, trivets and pads is highly recommended.	

Please feel free to call Top Line Company direct at 856-662-6400 if you have any questions or concerns about your counter top order.