



Addendum to Quotation & Agreement

All work will be done in a professional manner with payment and terms as follows:

- Unless other arrangements have been made and agreed in writing, all jobs are required to have a deposit with the balance due upon completion. Deposit is considered an agreement and acknowledgement of work to be completed as outlined on the proposal. Failure to provide a deposit may result in the delay of fabrication and the rescheduling of installation. Fabrication will not begin until all cutting information has been obtained (including sinks, faucets, cook tops, etc.).
- All cabinet work, which can affect final dimensions, **must** be complete prior to the final templating. Any changes made after the template or filed measuring may not only change the price, but also cause an extended delay in fabrication and installation. All changes **MUST** be in writing. Quotes from client's measurements and/or prints are subject to adjustments when final measurements are taken and templates are created. The company will not be responsible for any installed material that appears uneven due to an uneven wall or cabinet; this includes differences in overhangs along the installed countertops.
- *If your cabinets are **not set** by the scheduled template date and our installers arrive onsite and are not able to complete the template, we will charge a **\$100 trip charge** to return once cabinets are fully set. This trip charge **also applies** if your farmhouse sink is not set, faucets are not on site to drill the proper holes, sinks supplied by the customer are not on site by the template date, appliances are not set by the template date, or lack of accessibility to jobsite.
- Any changes to the layout of the kitchen, after a final template, such as changes to cabinets or sizes, must be brought to the attention of the company seven (7) days before fabrication. A change order and possibly an additional final template must be completed and signed before fabrication can begin. Any changes may result in extended delay in fabrication and installation. Total price may be subjected to adjustments upon any change order.
- Returns to a jobsite (or additional events occurring at the time of the installation not previously quoted) for drilling holes, faucets or sinks not present, mounting dishwasher, cooktop cutout, lack of accessibility to jobsite and/or because of any foreseeable lack of preparedness or due to unforeseeable hidden damage will be an additional charge, including but not limited to labor and materials. We cannot guarantee an immediate return to a jobsite due to our work schedule.
- All reconnection of any appliance is the responsibility of the homeowner or builder unless otherwise specified. Coastal Countertops is not responsible for plumbing, reconnections, or scheduling of these needs.
- It is the responsibility of the homeowner or builder to remove any existing mirrors before the installation of countertops. It is also the responsibility of the homeowner or builder to reinstall/mount mirrors once the countertop installation is complete. If mirrors are not removed, we will not be responsible for any damage (unless caused by carelessness on our part).
- Stone is a product of nature. As such, it may contain fissures, inconsistencies, variation in color and pattern, water lines, blemishes or dull spots, pits or air gaps, within a given slab and from slab to slab. We have no control over the existence of these irregularities and consequently assume no liability for any inconsistencies, fissures, variation in color and pattern, water lines, blemishes or dull spots, pits or air gaps found in the finishes product originating from the raw material. All thickness descriptions are nominal and can vary as much as +/- 1/8".
- Unless otherwise noted, all work quoted includes only stone templating, fabrication and installation; excluding plumbing, electrical, and woodwork. Additional work will be provided at a current labor rate of \$100/man hour.
- Seams will be placed at the discretion of the fabricator in order to achieve the most yields from each slab. Seams are also determined by the layout of each kitchen, size of slab, and pattern and movement of the slab. All seams are visible to the naked eye and can be felt. During fabrication, great care is taken to lay out the slab, blend the color and pattern, and place the seams in the best location for structural integrity and visual aesthetics.
- We will be as careful and as professional as possible installing your countertops. However, occasionally minor damage may occur to drywall, adjoining surfaces, and/or floors to ensure a safely installed piece. We will not be held responsible for any damage and minor touch-ups may be required by the homeowner.
- If your home is under construction, Coastal Countertops & Tile will not be held responsible for any damages such as cracks, scratches, chips, stains, etc. after the installation process is complete. Please advise contractors, painters, plumbers, or any workers in your home to treat your new countertops with the utmost care. Do NOT stand or set any construction equipment on your new countertops. We also advise your countertops be properly covered during any construction in your home. We do not accept any responsibility for damages that may occur once the job is complete.
- Uninstalling & Reinstalling of existing countertops are available at an extra service charge. Should the customer choose to hire Coastal Countertops & Tile to complete this process, we will not be held responsible for any breakage or patchwork that may occur before, during, or after reinstalling; including but not limited to wallpaper, tile, spackle, trim, mirrors, painting, cabinetry repairs, etc. We do not accept any responsibility for the integrity of the cabinets, knee walls, or the condition of your countertops before or after the removal of the countertops. Should we determine that there is an issue with your cabinets or countertops, we reserve the right to re-schedule your uninstall/reinstall until proper adjustments have been made. We also have the right to refuse uninstalling/reinstalling your countertops under certain circumstances.
- If a customer provides Coastal Countertops & Tile with their own template (kitchen, vanity, fireplace, pie seat, curb, etc.), we strictly cut from the template provided. We are not held responsible for any errors in the material fabricated per the customer's template.
- If special order material has been ordered, change of material after delivery to Coastal Countertops will result in a 25% restocking fee.
- Remnants are sold AS IS. Full slabs will NOT be purchased in the event your remnant's integrity is compromised.
- Per Slab Material: Any leftover material will become the property of Coastal Countertops & Tile 30 days after installation. Customers must arrange pick up and transportation of leftover material before the 30 day expiration.
- Significant completion means that it is okay to return to normal use of the area, even though small touch ups or small parts/pieces may need to be addressed (such as backsplash). A reasonable amount (such as 10%) may be escrowed from the final balance until total completion. Return trips will not be scheduled until final balance is paid.
- All materials supplied by Coastal Countertops & Tile remains the property of Coastal Countertops & Tile until the balance is paid in full. Failure to remit balance due upon completion of the job may result in the removal of products, legal action, and/or the filing of a lien against your property. Customer is responsible for all attorney and court fees if legal action is taken.

Coastal Countertops & Tile takes pride in our work. Should you hire us to complete your job, please allow adequate time for your full project to be completed. This includes cabinetry work, selecting material and/or tile, ordering material and/or tile, fabrication, templating, and installing. We are committed to fulfilling your expectations and making sure your experience with us from start to finish is an exciting and smooth process. Our goal is to provide the highest quality service and ensure 100% satisfaction. We look forward to working with you!

I have reviewed the Addendum to Quotation & Agreement conditions stated above. By signing this contract I agree to the outlined information and give my consent to Coastal Countertops & Tile to complete the agreed upon job.

X _____ Date: _____

Know Your Stone

Instructions on how to properly maintain and clean your countertops.

Granite is a very hard, 100% natural stone. It is mined from quarries all over the world, cut to a manageable slab size, and fabricated and tailored to your specific job needs. Granite is extremely durable, scratch, stain, and heat resistant. It does require a routine sealing process. Although your countertops are installed with a protective sealant, to ensure the longevity of your stone it is important to properly maintain and seal your countertops every 12-18 months.

DO: Be gentle. Use warm water, a mild or gentle soap, and a soft cloth for everyday wipe downs. If a stronger disinfectant is desired, mix together a 50/50 solution of water and 91% Isopropyl Alcohol. Spray on the granite/marble, allow it to sit for 3-5 minutes, rinse with warm water, and dry with a cloth. There are specific cleaners for Granite/Marble that can be purchased at Lowe's Home Improvement, Home Depot, etc.

DON'T: Use harsh chemicals, abrasive cleaners, or sponges. Clorox, Windex, Ammonia, Bleach, Vinegar, or anything acidic is not to be used. The harsher the cleaner, the quicker it is to break down your sealer, leaving your countertops vulnerable.

Stains: Although your natural stone has a protective sealer, it is susceptible to staining from highly acidic and/or deep color liquids such as but not limited to: Coffee, Red Wine, Lemons, Limes, Orange Juice, etc. To avoid stains from these items, do not leave on your countertops for long periods of time. Cleaning these items immediately after contact with your countertops will reduce chances of stains, rings, etches, etc.

Marble is a natural metamorphic stone mined from quarries all over the world. Each slab is unique with no two alike. It is a soft, porous material that requires a routine sealing process. While it is timeless and beautiful, it is susceptible to scratching, staining, and etching. Marble contains characteristics throughout the slab such as color and pattern variation, fissures or hairline crevices which may look like cracks, water spots or lines, pits and gaps, blemishes or dull spots, and clusters of mineral deposits.

DO: Treat your marble with care, clean with a soft cloth or sponge, clean any spills immediately, and take extra precautions with acidic foods and drinks.

DON'T: Do not clean marble with ammonia, vinegar, or any cleaning agents purchased at your local store. Use warm water and soap or a specific marble cleaner. Do not stand on, set tools or heavy equipment on, use arts and crafts, etc.

Things to avoid: Acidic foods and drinks, red wine, coffee, lemon/lime juice, tomato sauce, abrasive cleaners or sponges, heat, cutting directly on the stone, standing, etc.

Quartz is an engineered surface that is comprised of natural ground quartz, one of Earth's hardest materials, and resin binded together. Quartz is extremely durable, scratch, stain, and heat resistant. Caution should be used with direct heat to your countertops of 400 degrees or more. Quartz is non-porous and does not require sealing.

DO: Be gentle. Use warm water, mild or gentle soap, and a soft cloth for everyday wipe downs.

DON'T: Use harsh chemicals, abrasive cleaners, or sponges.

Stains: Although Quartz is stain resistant, it is not stain proof. To avoid stains do not leave spills on your countertops for long periods of time.