

COUNTERTOP ORDER WORKBOOK

ENDURING BEAUTY. SUPERIOR SERVICE.



The Region's Largest Fabricator and Installer of Quality Stone Countertops.

COUNTERTOP
SOURCE

TEN STEPS

for amazing countertops

Your countertops are a beautiful focal point of your home. Not only will they look great, they will perform for many years with the right use and care.

Follow the steps in this workbook to minimize the time, cost, and complications associated with a very sophisticated process. Careful planning is the key to successful countertop fabrication and installation. Use this workbook to check off all Ten Steps of your countertop project and consult with our expert staff if you have any questions.

Countertop Source is committed to providing you with an outstanding product and experience.

In order for us to provide you with an accurate quote for your project, we will need to have the information from you or your builder about the following:

- Completed project plans
- Stone selections
- Stone surfaces
- Edge profiles
- Corners
- Overhangs
- Sinks
- Faucets and fixtures
- Appliances

All this information will be recorded on the form, **Countertop Bid Guide**.



STEP 1

Send us your completed project plans

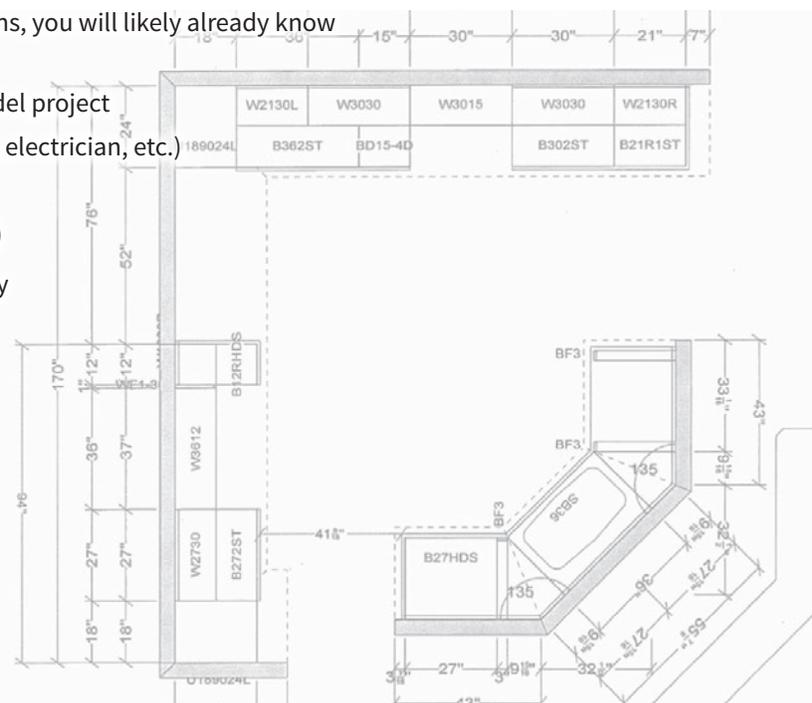
When you provide us with your completed cabinet plans, you will likely already know the following details about your project:

- Goals/objectives for your new construction or remodel project
- Your builder and subcontractors (designer, plumber, electrician, etc.)
- The desired cabinet style/motif
- The need to remove existing cabinets, etc. (remodel)

Our expert staff will review your plans and work closely with you to identify the types of stone, finishes, and fabrication that will best suit your application and satisfy your discerning tastes.

STEP 1 COMPLETED:

- Project plans submitted to Countertop Source





STEP 2

Send us your final decision on stone, finishes, edge profile, sinks, faucets, etc.

STONE

Stone selection is one of the most important decisions for your countertops. Not all stone is created equal. Our experts can recommend a stone type for you based on your desired application. Colors may vary from samples so it's best to look at whole slabs.

Quartz

Quartz countertops are formed by combining 93% natural quartz crystals (the hardest minerals found in granite) with binders and pigments compressed into a non-porous, monolithic slab.

PROS: Beauty and consistency between slabs are among this surface's advantages. In most cases, quartz does not need to be sealed. Quartz is generally stronger than natural stone and may feel less hard to the touch. There may be more color selections than for granite and marble. Quartz is more resistant to staining because it's non-porous and is also resistant to harboring bacteria and viruses. It's easy to clean and is a great choice for kitchens and bathrooms.

CONS: Some quartz can be expensive. Its look is considered somewhat contemporary and may not be as natural-looking. It's not as heat resistant as natural stone. Quartz is more prone to fade in sunlight than natural stone.



Be sure to refer to our **LifeQuartz™** catalog for a variety of excellent quartz selections.

Granite

Granite is natural stone harvested from quarries around the world.

PROS: Mother Nature has blessed this stone with beautiful veining and translucent particles in different colors making each slab truly unique. Granite's advantages include inherent natural beauty and outstanding durability. It resists heat well, although care should be given to applying hot pans, curling irons, etc. to its surface. Given its inherent hardness, granite is less prone to scratch. If seams are required, they may be less noticeable depending on the stone's color and pattern. There are no chemicals in granite because it's a natural product and is quite resistant to chemicals. Granite is resistant to fading in sunlight so it's a great choice for outdoor applications and exposure to direct sunlight.

CONS: Granite needs periodic sealing. Spills should be cleaned immediately to avoid stains. Price is often determined by available supply so rare forms of granite may be expensive.

Marble

Marble is a type of metamorphic rock known for its unique beauty and variety. While there's no denying the exquisite nature of marble, it requires attentive care.

PROS: Nature makes some remarkably beautiful colors and patterns of marble. It can create a dramatic focal point in your room. Its elegant veining gives marble the ability to compliment many different designs and styles. Marble is heat-resistant and with proper care can last a very long time.

CONS: Marble must be sealed periodically. Care must be taken to guard from stains. It can be vulnerable to nicks, cracks, and scratches. Marble can also be expensive. It may best be used in low-traffic areas.



Quartzite

Quartzite is a very hard metamorphic rock that originated as sandstone, transformed by intense tectonic pressure and heat. These forces crystallized this stone giving it beautiful and decorative sparkling patterns.

PROS: Quartzite is an ideal countertop stone due to its beauty, strength and long-lasting composition. It's also easy to care for. Quartzite is resilient to UV lighting making it a good selection for outdoor use or in rooms that receive prolonged direct sunlight.

CONS: Sharp knives can mar quartzite surfaces so use of a cutting board is necessary. Hardness of this stone varies and so will the need for sealing (some varieties need sealing more than once a year). Color options may be limited.



Porcelain (or Sintered Stone)

Porcelain is manufactured into slabs coated with a pigmented glaze giving it an aesthetic appeal similar to that of natural stone or even marble.

PROS: Porcelain can come in many colors and patterns. It contains 100% natural materials so it can be used indoors or outdoors thanks to its UV-resistance. It is also resistant to scratches, stains, and direct heat and is very easy to clean. Slabs can be significantly thinner given its inherent strength.



Certain stones are more suitable for outdoors use (e.g. grill countertops, outdoor sinks). Please consult with our experts if you have any questions.

CONS: Porcelain can be difficult to fabricate and limited to a few edge profile options. It can also be more expensive compared to other options. Limited by available slab sizes. Inside square corners require seams.

Enter your stone selection on the form, **Countertop Order**.

SURFACE FINISHES

Countertop Source offers a number of surface finishing options fabricated in our own shop. Our sales staff can show you samples of the following finishes in our showroom:



Polished

A polished, high-gloss stone surface is the standard finish for most projects. It's shiny, reflective, smooth, and beautiful. This is our most popular option.



Satin

Satin finish is a smooth, matte finish which minimizes reflections and mutes some of the stone's colors. It feels soft to the touch and minimizes fingerprints.



Leathered

If you want a textured feel to the finish of your stone, leathered is a great option. This matte surface gives stone a three-dimensional texture with the look and feel of suede.



Leather Lux

A new, sophisticated surface that combines the three-dimensional aspect of leathered texture with a polished, sparkling surface.

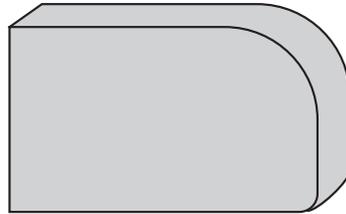
Enter your surface finish on the form, **Countertop Bid Guide**.

EDGE PROFILES

Countertop Source fabricates a number of stone edge profile options. Our sales staff can show you samples of the following profiles in our showroom:



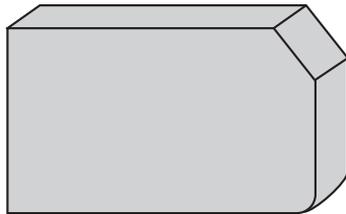
Square Eased
2, 3, 4, 6 cm



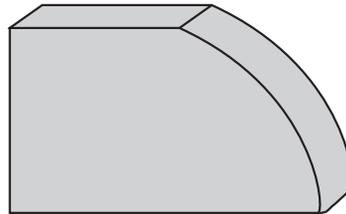
Waterfall
3, 6 cm



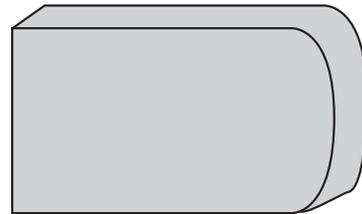
Certain stone selections have limitations for various edge profiles. Discuss these limitations with your sales representative



Beveled
2, 3 cm



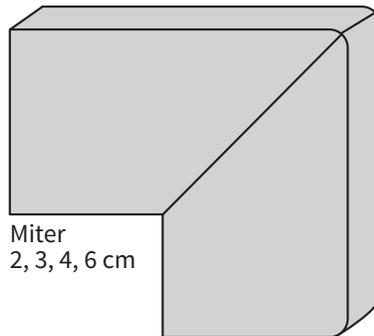
Ruby
2, 3 cm



Crescent
2, 3, 6 cm



Rock Chip
2, 3, 4, 6 cm



Miter
2, 3, 4, 6 cm

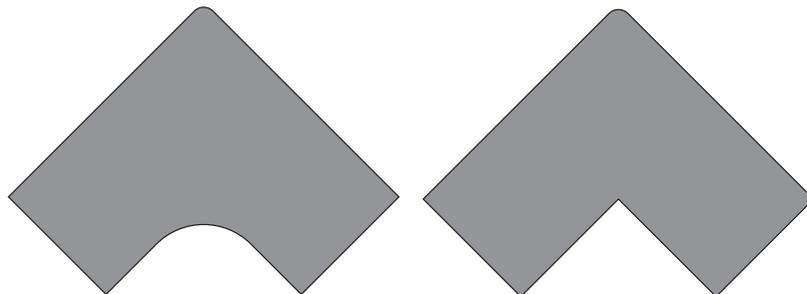
Square Eased, Waterfall, and Crescent are standard edge profiles.

Beveled, Ruby, Rock Chip and Miter are premium edge profiles. Consult your sales representative for additional costs for these options.

Enter your edge profile on the form, **Countertop Bid Guide**.

OUTSIDE CORNERS AND INSIDE RADII

Corners are outside edges, like the four corners of a kitchen island. The inside “corner” is a radius, like the inside angle of an L-shaped counter. The two standard inside radii options are: (1) 2-inch radius, and (2) standard miter.



.125-inch Standard **Outside** Corner
and 2-inch Standard **Inside** Radius

Standard Miter

Enter your corner details on the form, **Countertop Bid Guide**.

SEAMS

We strive to keep seams to a minimum. The need for seams is determined by the size and amount of available material. Seam locations are determined by our professional designers and in accordance with industry standards. Consult with our sales staff about your project.



Depending on the stone, **seams may be more or less visible and detected by touch.**

OVERHANGS

The standard countertop overhang for the front of a cabinet is 1.5 inches and 1 inch on the side.

Please note the following rules for countertop overhang support:

- Natural stone (e.g. granite) can have an overhang up to 3 inches without additional support.
- Engineered stone (e.g. quartz) can have an overhang up to a 12 inches without additional support.

Corbels provide additional support for longer overhangs and can be provided by your cabinet maker. We recommend a support/corbel every 30 inches. Countertop Source offers two styles of metal corbels (see your salesman for more details).

Standard island and bar overhangs are 12 inches. Overhangs of 10 and 14 inches are common. Overhangs of up to 18 inches are possible.

Enter your overhang details on the form, **Countertop Bid Guide**.



Overhangs that exceed our standards will require additional support. If the cabinetmaker is making the corbels be sure to consult with them. We recommend a corbel/support every 30 inches.

BACKSPASHES

Standard backspashes are 4 inches high but may go to full wall height or anything in between. Remodel projects require a backsplash tall enough to cover what used to be there. We need to know if no backsplash is needed in the case of tile backspashes.

Enter your backsplash details on the form, **Countertop Bid Guide**.

SINKS

Select from a variety of sink styles, shapes, materials, and sizes provided by Countertop Source.

You can also provide us the make, model and dimensions of sinks you purchased from another source. **All customer-provided sinks must be delivered to Countertop Source prior to templating** (Step 7).

Sinks need a minimum surround area for mounting in countertop applications.

Use our form, **Sinks and Countertop Holes** to ensure your desired sinks will fit your cabinet boxes.



See our **Sinks Catalog** for a variety of beautiful options you can choose from.



Sinks need a minimum of 1 inch surround for the Sinkits mounts.

FAUCETS & FIXTURES

Main faucets, reverse osmosis faucets, air switches, and soap dispensers require minimum surround areas in countertops. We recommend you select faucets and fixtures from your supplier. However, we may be able to order them for you if you provide the manufacturer's part number. We offer a number of faucet hole configurations..

Use our form, **Sinks and Countertop Holes** so you can be sure your faucets and other fixtures fit your project and are spaced *exactly* how you want them.



Be sure your appliances will fit in your cabinet and countertop design.

APPLIANCES

Although we are not trained to determine the suitability of appliances for your application, if you have a drop-in cooktop, we will need to know the make, model, and dimensions. We will also need to know if any other appliances will impact the placement of your countertops and backsplashes.

If applicable, enter your cooktop details on the form, **Countertop Bid Guide**.

STEP 2 COMPLETED:

Information was submitted to Countertop Source for:

- Stone Selection
- Surface Finishes
- Edge Profiles
- Outside Corners and Inside Radii
- Seams
- Overhangs
- Backsplashes
- Sinks
- Faucets & Fixtures
- Appliances (if needed)



Please note that customers are responsible for:

- Clearing off existing countertops are prior to measuring
- Completing plumbing
- Cleaning cabinets prior to countertop installation



STEP 3

We carefully review your countertop project with you and provide an estimate

Once we have all the information required for the fabrication and installation of your project, we are able to provide you with an estimate. We review all the layout and installation details with you and, if necessary, we consult with your builder to make sure we are all on the same page. A thorough review of your project helps to keep costs down by avoiding any misunderstandings and last-minute changes.

The estimate we provide you includes materials, fabrication, and installation and is subject to any changes made by you or your builder or contactors.

STEP 3 COMPLETED:

Countertop Source reviewed your project with you, answered your questions, and provided an estimate.



STEP 4

Approve your project, sign the agreement and submit your project deposit

Now that all the details of your countertops have been reviewed, you can approve them, sign the project agreement, and submit your deposit (75% of the estimate).

Please note that a **return-visit charge of \$250** may be assessed if we need to return to your job site because the project is not properly prepared for measuring and/or installation.

STEP 4 COMPLETED:

You approved your project, signed the agreement, and paid your deposit.



STEP 5

Prepare cabinets and rooms for accurate measuring

Prior to coming to your home to measure for your project, all cabinets need to be installed properly so they are plumb and level. All electrical and plumbing needs to be roughed in. Remodel projects require having existing countertops, backsplashes, appliance garages, and mirrors removed. We can do the removal (demolition), but you will need to arrange this with your salesperson and let us know what materials need to be torn out.

Having your project completely prepared and providing complete access to your project ensures the process of measuring will go smoothly and accurately. This step helps you avoid expensive costs associated with making changes *after* measuring, templating, and fabrication.

STEP 5 COMPLETED:

Cabinets and room preparations completed for accurate measuring.



STEP 6 We schedule your countertop measuring and installation

After our team carefully reviews all your project information and the project is mapped out in our system, we can schedule the fabrication and installation of your countertops.

STEP 7 COMPLETED:

- Countertop Source scheduled the date for your countertop measuring and installation.



A return-visit charge of \$250 may be assessed if we need to return to your job site because the project is not properly prepared for installation.



STEP 7 We measure your project for templating

We use state-of-the-art laser measuring equipment to carefully and accurately measure your cabinets, walls, and the locations of your electrical and plumbing. Everything that affects the fabrication and installation of your project is taken into account.

Our expert CAD (Computer Aided Design) team uses all the planning information previously collected together with our measurements to create a very detailed map for the placement and fabrication of your stone slabs. We also map the exact locations for your sinks and holes for your faucets, switches, etc.

Upon completion of the templating process, we are ready to start fabricating your stone countertops!

STEP 6 COMPLETED:

- Countertop Source carefully measured and templated your project based on all the required information.



It's important that on the day we measure for countertops that we are not interfering with other contractors or them with us. We need to be able to clearly access the areas needing to be measured.



STEP 8 We prepare and fabricate your stone countertops

It's time to turn your large slabs of stone into a work of art! We use the industry's best equipment to cut, drill, surface, and polish your stone to your exact specifications. Our state-of-the-art CNC (computer numerical control) equipment and professional hand fabrication techniques ensure the best possible results.

STEP 8 COMPLETED:

- Countertop Source completed the fabrication of your countertops.



STEP 9

Our expert team installs your stone countertops

Our professionally-trained installers install your countertops on the day previously scheduled. We will need clear access to the job site without interference from other contractors or materials. If conditions are such that we can not safely install your countertops, a new installation date will have to be scheduled and a \$250 fee may be assessed for a return trip.

Careful attention is given to the fit and finish of each piece. Countertops and backsplashes are anchored into place. Sinks are installed and checked for accurate placement. We also make sure all seams are blended into the countertops as well as possible. Most unforeseen fitment issues can be addressed on site.

Once everything is in place, our team cleans up the installation site, thoroughly cleans all surfaces, and leaves clear signage on your newly installed countertops so that other contractors will not place anything on them that may scratch them.

We recommend your new countertops be inspected the day of installation to ensure your satisfaction and avoid costs of adjustments at a later date.

It's best to wait 48 hours before preparing food on your new countertops to make sure all sealants are fully absorbed into the stone.

STEP 9 COMPLETED:

Your countertop installation is complete!



Although we do our best to contain them, dust and fumes are generated during the installation process. Sensitive household members may want to relocate during the installation process.



STEP 10

We follow up with you and your final project payment is due

Upon completion of your project, we call you to make sure you are satisfied with the end result. Your final payment is also due the day of completion. Refer to the signed agreement for other payment terms and conditions.

You will want to visit our website to learn how to care for your countertops (www.countertopsource.com/care).

STEP 10 COMPLETED:

Countertop Source followed up with you and received final payment for the project.

We appreciate the opportunity to work with you on your project! Countertop Source is dedicated to providing you with long-lasting, beautiful stone and the industry's best experience and service.

NOTES

PROJECT CHECKLIST

These items are required to schedule measuring your project.

Please work with your Countertop Source salesman and builder to get all the following required information:

- Job Name:** _____
- Job Address:** _____
- Job Contact Info:** _____
- Signed Proposal /P/O:** _____
- Down Payment:** _____
- Cabinet Install Date:** _____
- Countertop Material/Color per Area:** _____
- All Slabs Allocated/Ordered:** _____
- Splash Specified per Top:** _____
- Edge Profiles Specified per Area:** _____
- Outside Corners Specified per Area:** _____
- Appliance Specs (model numbers):** _____
- Sink Specs per Area (model numbers):** _____
- All Customer Sinks delivered to CS:** _____
- Faucet Info and Specs per Area:** _____
- Island/Bar Overhang Specs:** _____
- All Notes are on Proposal:** _____

Unchecked items are pending. The measuring of your job will be scheduled when all items above are completed.