



DATE: _____

Henry H. Ross & Son, Inc. Guidelines for Natural Stone Countertops

- Cabinet tops must be flat within 1/8" in ten feet.
- Seams will certainly be visible and the seam locations are determined by H H Ross at the time the job is processed for production. Seam locations are the sole discretion of H H Ross.
- There are many factors which are considered when seams are being located. Some of the considerations are:
 - Type of stone chosen, the size of the countertop, location of cut outs, the size of the room, the type of sink and many more.
 - It is not practical for the salesperson to speculate as to where the seams will be located. Be assured that we will make every effort to make the seams in your top as inconspicuous as possible.
- Granite colors with a veining pattern will run in one direction to the best of our ability, unless otherwise approved by the customer.
- Seams in granite with a veining pattern will be noticeable. We will line up the grain to the best of our ability.
- If the customer rejects the slab(s) after they are delivered to H H Ross, a **restocking fee** charged by the supplier **will be charged back to the customer**.
- When using an under-mount sink, the plumbing hook-up must be delayed until the next day to allow sufficient time for the adhesive to dry and cure.
- If irregularity in the wall surface exists, the edge of the countertop shall be scribed and fitted to the wall. Occasionally drywall may need to be cut in order to achieve a proper fit of the top. This may require the drywall or plaster to be patched. Any expense for drywall patching shall be the customer's responsibility.
- When installing standard backsplashes against an irregular wall, there may be a gap at the top of the splash. The backsplashes **will not** flex to the contour of the wall. Maintenance of the caulking is the responsibility of the homeowner.
- Granite is a natural product and there may be fissures or other weaknesses in the stone which cannot be detected. Occasionally these anomalies can cause chips, spalling of the stone or even breakage. This is normal and unavoidable. We will patch or repair these areas to the best of our abilities. Most of the time the patch is unnoticeable but sometimes they may be visible under certain lighting conditions. Small chips at the seams are common in fabrication of granite because of the relatively large crystal size of these stones. This may create some roughness in the finished seam.
- It is the customer's responsibility to make sure the new or existing faucet is suitable for the 1¼" to 1½" thickness of the granite. Not all faucets are made with a shank that is long enough to extend through granite and still have enough room for the nut to attach. It is important to discuss this with your plumbing supply house before purchasing the faucet. Also, the customer must review the overall size of the faucet

with the sink supplier to make sure that there is enough room for the faucet behind the sink. H H Ross Inc will not be responsible for improper fit.

- It is the customer’s responsibility to make sure the existing or new dishwasher is in place at the time of installation. Our installers will install the dishwasher anchors at that time. There will be **additional charges** if we have to return to attach a dishwasher.
- The charge included on our quotes to fabricate and install an under mount sink includes sinks that are designed to specifically under mounted and have dxf files available from the manufacturer. An **additional charge of \$200.00** will be added for sinks that are advertised as both drop-in or under mount. These include, but are not limited to Moenstone and Franke granite sinks. Even though the sinks can be under mounted, there is considerable additional work for H H Ross.
- All appliances, faucets and fixtures, must be at the job site at template time and at installation time. This is necessary to make sure all cutouts and holes are correct. Additional charges will be assessed to jobs that need a return trip(s) to correct the cut outs and holes as necessary.
- Granite slabs vary in thickness, sometimes within the same slab. All of our colors have a nominal thickness of 3 centimeters which is approximately 1 ¼”. For this reason we have established the following guidelines for your protection:
 - If you are replacing a laminate or other type of countertop, the thickness is probably closer to 1 ½” or more. This difference affects appliance garages, backsplashes and any other item which rests on the finished top.
 - There may be additional charges to move and reset cabinets and/or shim countertops and apply a cove/scribe molding. See your sales rep for more information.
 - If this is new construction or if you will be replacing your existing cabinets, under no circumstances should the appliance garage be set until the new top is installed.
 - If the thickness changes within the slab, there may be slight differences in the appearance of the edge which can not be avoided.

Guidelines for Natural Stone Countertops Signature Sheet

I have received the Henry H Ross & Son Inc. Guidelines for Natural Stone Countertops document dated _____. I have read and understand the information provided.

Name: _____

Signature: _____

Date: _____

Note: Please provide this signed document at the time of order and include the following information requested below. Thank you.

Slide in Range-Make and Model number:

Cooktop (Include down draft unit if used) – Make and Model number

Faucet(s), Hot water dispenser, Soap dispenser – Make and Model number (s).

In the space provided below, please draw your sink(s) and the desired faucet, sprayer, hot water dispenser, etc., hole locations.