

CUSTOMER STONE COUNTERTOP CHECKLIST

To better understand how our measure and install process works, please review the information below. Thank you and we look forward to doing business with you.

- Scheduling:** Once Lang Stone has received payment of your quoted amount, we will contact you to schedule your final measurement and install dates. We will coordinate the final measurement with the readiness of your project, our measuring teams schedule and to your convenience. Installation will take place approximately 2 weeks from the measure date.
- Measurement:** The homeowner, contractor, and or designated decision maker must be present at time of measure to verify information. Although it is preferred, it is not necessary to have your existing tops removed prior to your measurement. Farm sinks and apron sinks must be set in place exactly where you want them prior to measure. It is required to have your sink, faucet, cooktop, downdraft, etc... on-site during your measurement. A Lang Stone drafting technician will go over all of the details such as sink reveal, joint placement, options, etc. with the home owner or decision maker during the measure. A digital measuring device is used to obtain accurate measurements requiring your kitchen to have the countertops cleared off as much as possible as well as anything on the floor around the cabinets. If you do not have your sink, faucet, cooktop, etc.. or if your cabinets are not properly installed, the measure person may have to be re-scheduled to come back after you have all the needed components on-site. This will effect your install date. The amount of time it will take to measure will depend on the size and complexity of your job.
- Tear Out of Existing Tops:** Lang Stone does not provide tear out of existing countertops. If you do not decide to do the tear out yourselves, we can provide you with referrals of contractors that we recommend providing tear out for you.
- New Cabinets:** All new cabinetry must be completely installed prior to the time of final measurement. Cabinets cannot be changed or moved after the measurement has taken place. Cabinets that rest on the stone/quartz should not be installed until after the installation of the countertop.
- Installation:** The amount of time to install your job will vary. Please make sure there is a clear entrance path for the installers to get to the installation area. Please make sure that any vehicles are out of the way for the installers truck to get as close as possible to the job site. If there is snow or ice at the time of install, please also make sure that the path to the job site is salted if possible. Lang Stone does not provide plumbing install or re-connect. We also do not install appliances. Lang Stone can provide sink mounting with undermount stainless sinks, but an additional fee will apply. The mounting of other sink types (composite, solid surface, copper, ceramic, etc...) are generally not sinks that we will mount. The installers will seal the newly installed stone countertops prior to leaving. It is recommended that you reseal your countertops annually. The installers will review the job with you after completion. If you have any questions for the installers, please feel free to ask!
- Miscellaneous Information:** Information such as backsplash type and height, additional overhangs, sink type, edge profiles, material selection, etc... should be discussed at the time you are quoted by a Lang Stone salesperson. The Lang Stone drafting technician will go over additional information at the time of measure. After the site drawing is complete, we will double check the square footage and compare it with your paid quote. If your square footage is different (higher or lower), or if there were any additional changes made to your job from the time of quoting, Lang Stone will contact you with your new price information. The most common changes that effect price are change in edge profiles, change in material, adding additional overhangs or clipped or radius corners, and sink mounting.

Thank you for choosing Lang Stone for your Granite/Marble/Quartz needs. Please visit our website for design ideas, and to see other products that we offer. Let us know if we may be of any further assistance.