



PURCHASING A COUNTERTOP FROM CASA VERDE

Most of the solid surface countertop materials displayed in our showroom are sold as custom fabricated and installed countertops. Usually, we do not sell “raw” slabs. While we are happy to provide fabrication for our countertop materials. You can purchase slabs of Squak Mountain, IceStone, Vetrozso slabs to a fabricator of your choice if you want to contract independently for fabrication, but the manufacturers suggest using a certified fabricator.

If you are already working with a contractor or architect on your project, please let us know, so that we can contact him or her to discuss fabrication arrangements. In some cases, your contractor may want to handle the countertop purchase process directly with us, and in some cases you will work with us directly. **Unfortunately, if you or your contractor will not be getting a bid for a fabricated and installed countertop from us, we will not be able to provide samples or advice.** In these situations we are happy to provide samples and advice on using these materials for a fee of \$150.00

For most of our engineered stone slabs, including quartz products, we have established relationships with a network of high-volume licensed fabricators recommended by the manufacturers of these products. This process ensures that your countertop will be fabricated and installed by someone familiar with these materials. Because we solicit bids for each project from more than one fabricator, you can also be assured that you will receive a competitive price. We can usually price out some alternative products for your project, for comparison purposes. Our written quotes make it clear what your bid includes, and what you will need to have done before your new countertop can be installed. If a contractor or handyman is required for any portion of your project, we can help you to make those arrangements. We can also help you to source any new fixtures, such as sinks and faucets. You also get our expert design services and customer advocacy throughout your project.

GETTING A QUOTE FOR YOUR COUNTERTOP: Several factors go in to determining the price of an installed countertop: the cost of the material, how much material is required, and complexity of the fabrication and installation. Each countertop is different, so we provide a quote based on the details of the specific

project. To receive a written quote for your installed countertop, we will need a drawing with dimensions. This drawing does not need to be an architectural quality scaled drawing (although we can work from a copy of any plans that you might have). All we really need is just a basic layout with measurements, indicating the location of items to be mounting in the counter (e.g., sinks, cooktops) and where there would be an open edge (as on islands and peninsulas). One of our designers can come to your home to prepare a measured drawing for quotation purposes. For this service, we charge a nominal fee (\$50), which is rebated with the purchase of a countertop. Please allow about three business days for us to prepare your written quote for store pick-up or for delivery via e-mail. Please note that quotes are often time-limited, and you may need to sign a contract within a certain period of time in order to get the price indicated in your quote.

THE COUNTERTOP CONTRACT: Once you receive your written quote, if you decide to go ahead with your project, we will prepare a contract for your signature. This contract spells out all the terms of your agreement with Casa Verde. For payment we accept Visa, Mastercard, cash, or check. For customers paying by cash or check, we will collect 60% of the total price at the time you sign the contract and we place the order. If you are paying by Visa or MC, we will collect the full purchase price at the time you sign the contract.

THE PROCESS: The first step in getting your new countertop will require the fabricator to prepare a “hard template,” or cardboard model of your countertop. If removal of the existing countertop and/or placement of a plywood sub-deck (required for certain materials) is part of your contract, that will be done first and then the template will be prepared at the same appointment. If you have new cabinets, or you are providing the sub-deck yourself, then you just need to make sure that the cabinets are level and that the electricity and plumbing have been disconnected, before the template appointment. In either event, you will need to have all fixtures, such as sinks, faucets, and cooktops available on site at the time of the template.

You should expect it to take about two weeks from the time that your template is made for the countertop to be ready to install, and during that time you won't be able to use your kitchen fixtures during that time. In certain cases, we might be able to template over an existing countertop and remove it just prior to installation of the fabricated countertop. Discuss any concerns you have about the process with your showroom consultant.

Once the countertop is installed, you will need to have all plumbing and electrical reconnected, preferably after 24hours. If you are going to install a tile backsplash, you can have that done at that point.