



7645 Southrail Road ~ North Charleston, SC 29420 ~ 843.569.1131

## **QUARTZ, GRANITE & MARBLE GUIDELINES**

Natural stone will have variations in color and veining. No two slabs are alike. Fissure cracks and pits are normal characteristics of this material. Spots and off color markings cannot be avoided when cutting. Marble slabs are filled in areas and will not be shiny because of veins, fissures, or cracks that have been repaired.

Seams are noticeable to the touch and are **VISIBLE**. Palmetto Surfacing Inc., will have absolute decision on the number and locations of seams. Seams that are veined in color, material with a lot of movement, or material with particulates will not match. Horizontal veins may intersect vertical lines at seams. Decisions about seam placement are based on numerous items. Slab size, cutouts, access into the home, and kitchen layouts are factors that affect seam locations. All seams will be the industry standard of 1/8".

Chipping can occur during installation but is repairable on site. We will not be responsible for re-fabrication due to chipping.

Palmetto Surfacing, Inc. seals your granite & marble counter tops at the time of installation. Natural stone and marble are porous and can be subject to stains and scratches. Palmetto Surfacing, Inc. makes no warranties implied or expressed as to stain resistance or imperfections of the product.

Quartz materials do not require a sealer at the time of installation. It is a man made product and is not porous. A finish is applied at the factory once slab is completed. Quartz materials come with a 10 year warranty that is backed by the manufacturer.

Counter tops must be installed on sturdy level cabinets. Should problems arise at the time of installation it is the homeowner's responsibility to have these problems remedied. According to what exactly needs to be fixed this may hinder our crew from completing the installation that day.

On the day of template, customer should have color, edge, faucet, sink and cook top selected. These items will be needed in order to process your job. We will not deviate from the manufacturers specifications. Please review the dimensions and specifications to insure the look you want and that the sink and cook top will fit the cabinet openings. Because of our machinery all information must be entered at the same time. If one item is missing, the process is delayed.