

# Solid Surface Design Studio

## Solid Surface Template Customer Checklist

This checklist is to help define the customer's expectations for the templating of their countertops.

### Templating and Setup

\_\_\_\_\_ I understand the cabinets must be level to within 1/8" over an eight-foot run. That all cabinets must be completely installed, screwed to the floor and the walls. That wall cabinets may be installed after installation of the countertops. Appliance garages must be installed after the installation of the countertops, and that Solid Surface Design Studio will not shim countertops up to the underside of appliance garages. That some trim may be required on remodels where only the countertops are being replaced. I know this trim is to be applied by a carpenter, not Solid Surface Design Studio. If I am not ready for their scheduled and agreed upon template day and time, then I will be charged a trip charge and will be given the next open templating time and day.

\_\_\_\_\_ I understand Solid Surface countertops can have up to a 10" overhang. Any overhang greater than this will require additional support. Any additional supports such as legs, bracing, brackets, or corbels are my responsibility. Solid Surface Design Studio will not provide or attach such supports. These supports must be provided at the time of installation that Solid Surface Design Studio at its own judgement may use temporary supports and these temporary supports are not to be removed until proper supports are provided.

\_\_\_\_\_ I understand at times backsplashes will need to be removed at the time of template from existing countertops in order to get an accurate template against all walls. I also understand that the existing countertops may or may not need to be removed at the time of template. This is the decision of the templater.

\_\_\_\_\_ I understand all fixtures, appliances, and other structures that will be attached to, mounted on, and interact with the countertops must be on site at the time of template and that these include the sink, faucet, soap dispenser, hot water tap, stove, cook top, downdraft vent, refrigerator, and dishwasher. If an item is not onsite at the time of template the customer can drop off the item at SSDS's office.

\_\_\_\_\_ I understand someone who is an adult over the age of 18 and who can make all decisions regarding the countertops must be on site for the duration of the templating and the installation. That all correspondence prior to the template will be used only as guidelines and are not considered exact until site has been templated by an agent of Solid Surface Design Studio. That decisions made at the template will be binding and if a person is not on site who can make all decisions, then I will be charged a trip charge and the next available day and time will be given.

## Customer Checklist – Page 2

\_\_\_\_\_ I understand during templating and installation of the countertops, incidental damage may occur to the surroundings such walls, floors, cabinets, and appliances. That Solid Surface Design Studio takes every precaution to prevent any damage but small bumps and nicks may occur and that this is considered incidental damage is my responsibility to repair.

\_\_\_\_\_ I understand once the templating has been completed, the final pricing for the job will be figured and sent to the store/retailer and that the initial price that you received at the time of signing is only an estimate.

\_\_\_\_\_ I understand that seams may be required. That the templater will attempt to determine the best location for these seams while on site and with the guidance of the customer and that the final placement of seams is up to the discretion of the fabricator and may change after templating due to variation in material or other factors. I understand that Solid Surface Design Studio has final say on all seam placements.

\_\_\_\_\_ I understand that L-shaped pieces, radius pieces, and odd shaped pieces will result in more square footage being used to generate the pieces and that the extra material is destroyed in the fabrication process and is not available for me to have. I also understand that sink and stove cutouts are destroyed and therefore also are not available to the customer.

\_\_\_\_\_ I understand that Solid Surface Design Studio will make all sink and stove cutouts to manufacturers provided templates and cutout specifications and that any deviation from these specifications may result in a custom cutout up charge. This includes top mount only sinks being undermounted, sinks designed to have a reveal being changed to no reveal and visa versa.

**Solid Surface Design Studio**  
**P (945) 230-9015**

**[www.SolidSurfaceDesignStudio.com](http://www.SolidSurfaceDesignStudio.com)**