

301 21st Street North  
Prichard, AL 35020  
P.O. Box 1325  
Prichard, AL 35021  
Phone: 205-481-0133  
205-424-1931



## AM3 SURFACES CONTRACTUAL AGREEMENT

We believe that knowing what to expect is the most important part in building a good client relationship. Being an informed customer is the best way you can help insure a smooth process.

### COMMON NON-ISSUES

#### Here's a list of the most common non-issues:

1. **SEAMS**- Our seam system delivers some of the best seams in the industry- however, you will still see and feel your seams. No need to worry! AM3 Surfaces will determine the final placement of your seams and ensures that they will place them in locations that you as the customer will be happy with the final outcome. Color variation and changes in grain direction between stones on each side of the seam is normal and should be expected. It's common for the seams to chip during the cutting process- which could cause the seam to feel rough to the touch.
2. **GAPS**- Gaps are very common and easily covered by white paintable caulk, trim or backsplash. Covering gaps is fairly simple, but it is not included in the AM3 Surfaces scope of work. Gaps occur for lots of reasons:
  - Sometimes, we'll leave gaps on purpose to be able to successfully get the piece installed.
  - Gaps often occur behind stone backsplash because walls are often bowed, and the material won't bend to conform to the wall. We will offer to fill the gaps with white paintable caulk and then you can touch up the paint the next day.
  - It's very common for cabinets to be unlevel. In some cases, we'll have to recommend you hire a cabinet company to re-level the cabinets. If practical, we use small wooden shims to level the countertops; you'll see unfinished wooden shims, silicone, or gaps between the top of the cabinet and the underside of the stone. We recommend you install trim after the stone is install is complete if the shims are bothersome.
  - If you choose to reuse your existing backsplash, there will be gaps.
3. **COLLATERAL DAMAGE**- We are as careful as possible, but walls, backsplash, wallpaper, paint may sometimes be damaged. It's common in construction-not everything comes out or goes back in perfectly. In bathrooms, remove mirrors if you don't want to risk having them break.

PLEASE INITIAL BELOW

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\_\_\_\_\_ Dings or scratches to walls, wallpaper, cabinets, trim, old paint, stain or wallpaper lines not 100% covered by new countertops.

\_\_\_\_\_ Damage to existing plumbing, faucets, and disposals due to age, corrosion and/or tear out.

\_\_\_\_\_ The saving of tile splashes or sinks for reuse. They often are damaged.

\_\_\_\_\_ Mirrors broken during demolition or installation process.

\_\_\_\_\_ The working condition of appliances which were removed for installation of tops or damaged during removal or repositioning of appliances during demolition or installation.

\_\_\_\_\_ During installation, our crews will often cut into the sheetrock to get the best fit for the new countertops.

4. **DUST**- If the project has an overmount sink or cooktop, the cut will be done while the piece is installed in your home, which creates dust. Stone dust is very fine and takes several days to settle, so even though we clean thoroughly before we leave install, there will still be some clean up to do. Seal off adjacent rooms, cover stainless and glass appliances, turn off HVAC or cover intake vents and return air vents. Wiping dust off stainless, wood, or glass may scratch them and AM3 Stone is not responsible for damage.
5. **COMMUNICATION**- It is absolutely vital to the success of the project that we have all specifications in writing to make sure we're on the same page. The authorization decision maker on the job site will be asked to verify and sign off on the information, and we will follow those final instructions. We also recommend that detailed conversations between all decision makers happen before the measure, because all decisions are 100% final at measure.

## **SCOPE OF WORK**

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AM3 Surfaces is considered a countertop fabricator, which means we measure, cut and install the stone that you choose. We are not a general contractor or remodeling company.

- Only items or services that are explicitly listed in your estimate are included in your scope of work.
- If an undermount sink is purchased, the cutout charge also includes the mounting of the sink, but does not include installing drains, faucets or connection dishwashers. We recommend you wait at least 24 hours before having a licensed plumber do the re-connects.
- Unless specifically stated, AM3 Surfaces estimate do not include a disconnection of plumbing or cleaning/clearing off the countertops or inside of the base cabinets. Please make sure those items are taken care of prior to our crew's arrival.
- AM3 Surfaces cannot dispose of appliances.
- The square foot price is reflective of the optimum layout in terms of material yield. If a special request is made in terms of material layout that effects yield, a revised estimate reflecting the increased cost will be provided.
- AM3 Surfaces does not provide some of the common work that is sometimes needed in conjunction with the installation of countertops: plumbing, electrical, painting and carpentry.
- We will provide measure and install dates but cannot guarantee exact arrival times in any circumstance. Your project manager will communicate with you to provide an arrival window and updates regarding any schedule changes.
- **All decisions are final at measure. A \$250 change order fee applies for changes requested after measure is complete.**

\_\_\_\_\_  
Customer signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Associate

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sales

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### **QUARTZ COUNTERTOP DISCLAIMER:**

I understand that quartz countertops are manufactured stone countertops. As such, AM3 Surfaces **does not guarantee an exact color match to any sample or display.** Quartz stone countertops will likely have seams that will be seen and felt. I understand that all decisions are 100% final at measure and that AM3 Surfaces will fabricate countertops according to the specifications that are approved in writing at the measure appointment.

I have read the above disclaimer. I have discussed all terms and conditions with any and all other decision makers and hereby acknowledge that it is my responsibility to understand the content in this contract.

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**Customer signature**

**Date**

### **Natural Stone Countertops Disclaimer:**

The natural stone you have selected for your home is an investment that will last many years. Simple care and maintenance will help preserve your stone's beauty. Natural stones include granite, limestone, marble, quartzite, and soapstone.

### **NATURAL STONE CARE AND MAINTENANCE:**

1. Clean all surfaces with warm water and mild detergent or stone soap.
2. Rinse and dry all surfaces after cleaning.
3. Blot up spills immediately.

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4. Reapply stone sealer to every surface, including edges and sink cutout, every 6-12 months.
5. Do not use abrasive cleaners like comet, Ajax, or soft scrub.
6. Do not use cleaners that contain acid such as bathroom cleaners, grout cleaners, or tub and tile cleaners.
7. Do not use cleaners that contain vinegar, lemon juice, or ammonia.
8. Do not cut directly on stone countertops; always use a cutting board.
9. Do not put hot pots and pans directly on stone countertops; always use a trivet or hot pad.
10. Do not sit or stand on stone countertops.

Granite is a natural stone product; therefore, there will be natural imperfections. These imperfections are natural and are in no way flaws in the material. Colors and patterns will vary from bundle to bundle, and to some degree from slab to slab. The surface of granite is not totally smooth-there are pits, fissures, and gaps. These cannot be polished out or filled, as it is the natural state of the stone. It is common for some breakage to under the force of cutting or polishing. AM3 Surfaces will repair the granite and since this is a natural occurrence, you may not be notified. Repairs do not affect the quality or structure of your stone countertops.

Granite seams are inevitable on most jobs. Seam placement is based on many factors, including, but not limited to slab length, slab strength, cabinet support, and appliance compatibility. All seams are filled with a colored epoxy to match the granite color as closely as possible. Seam width varies from job to job and is affected by many factors. It is common and normal to see and feel your seam.

I understand that natural stone countertops are not man made. As such, **AM3 Surfaces does not guarantee an exact color match to any sample or display.** Natural stone countertops will likely have seams that will be seen and felt. **I understand that all decisions are 100% final at measure and that AM3 Surfaces will fabricate countertops according to the specifications that are approved in writing at the measure appointment.**

I have read the above disclaimer. I have discussed all terms and conditions with any and all other decision makers and hereby acknowledge that it is my responsibility to understand the content in this contract.

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**SELECTIONS-MUST BE MADE PRIOR TO MEASURE APPOINTMENT** - To ensure that everyone is happy with the end results, please make sure that all decision makers are on the same page with the following selections before the measure appointment.

## **ALL DECISIONS ARE FINAL AT MEASURE**

### **OUR PROCESS**

#### **MEASURE:**

1. AM3 Surfaces requires the decision maker for the project be present at the time of the measure to review all job specifications. We can not proceed with the measure unless the decision maker is onsite, and **a \$150 cancellation fee will be charged if measure is cancelled.**
2. **THERE ARE NO CHANGES AFTER MEASURE.**
3. Countertops must be 100% cleared and accessible before the measurer arrives. (nothing sitting on the surface of your countertops).
4. The sink base cabinet also must be cleared prior to the arrival of the measurer.
5. Cabinets must be fully installed, level and secured. Farm sinks must be permanently installed.
6. All sinks, faucets, and appliances must be on site prior to the template appointment being scheduled.

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### **THE INSTALL:**

Once measure is completed and sq. ft is verified, you will be provided with an install date. In preparation for the install, you'll need to do the following:

1. Clear off countertops and empty all base cabinets. Take all items into another area of the home to remove them from the construction area.
2. **Disconnect any plumbing, gas, or electrical if AM3 Stone is doing the demolition.** AM3 Stone is not responsible for any gas, plumbing, electrical or carpentry work related to your new countertops. AM3 Stone cannot be held liable for the functionality of existing plumbing lines, fixtures, valves, or equipment.
3. Be prepared to do some touch up work, including, but not limited to re-grouting, painting, trim and minor cleaning.
4. Please plan a clear and direct path for our installers to carry your countertops to the work site. Remove all obstacles that might impede or create a safety hazard for our installers on floors and walls. Keep in mind, the countertops may be cut in large pieces and tight corners can be difficult to negotiate. Our crews do not put down floor coverings or wear booties for safety reasons.
5. **You must be present for the entire install.** Our crews will ask you to walk the job site with them after the install is complete. Please make sure that you inspect your countertops thoroughly and let them know if you have any concerns before they leave your home. Your happiness is our passion.
6. Overhang is not always consistent on stone countertops-because the walls and cabinets may not be square and straight. The stone slab is cut the best possible way for the best-looking end product.
7. If the cabinets are unlevel, AM3 Surfaces installers may choose to use unfinished wooden shims to level the cabinets up to ¼". Any leveling over ¼" will need to be done by another contractor specializing in cabinetry and is not included in AM3 Surfaces scope of work. Unlevel cabinets are sometimes hard to identify until install.
8. Ensure there is parking that can accommodate a box truck as close to the job site entrance as possible. We cannot park on the street or a neighbor's house to bring your job inside safety.
9. Please move any furniture or breakables from the path and in the area where the new countertops are being installed.
10. Hold off on painting or installing trim until after the install is complete.
11. **Your sink will be mounted, but no drains or faucets will be installed. Cooktops will not be installed.**
12. Review your job and make sure you are 100% satisfied and if you have any questions please ask your installers before they depart. If you have any future concerns or questions, please contact us.

### **AFTER INSTALLATION:**

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1. Do not run your dishwasher or attempt to use the sink until you've had a plumber reconnect your plumbing. It will flood your house and AM3 Surfaces will not be held liable.
2. Wait at least 24hrs after install before having your plumbing reconnected. Plumbing connected too early may result in a dropped sink. A trip charge will occur if we have to come rehang your sink due to this.
3. If you have other contractors doing work in your home, please instruct them not to stand or lay anything on your new countertops.
4. The area surrounding any cutout in your stone countertops will inherently be weak spots. Ensure that no one sits, stands, pulls on, or otherwise in those areas. Also, warn the plumber against over-tightening the plumbing fixtures. Cracked cutouts that occur after out install crews leave are not covered under any warranties.

### **FINANCIAL INFORMATION:**

Our policy is half the balance is due upon placing the order. We accept credit cards and checks and ask that you do not pay in cash unless absolutely necessary and upon approval of management. The balance of your job is due before installation and paid at our location and not to the installation crews.

On occasion the square footage for your project will increase or decrease after measure. In such cases, we will communicate with you the additional charges that will be due before the job is sent to production. In the event the total decreases we will deduct that from the balance due before installation. **WE DO CHARGE A 3.5% FEE FOR CREDIT CARD PAYMENTS OVER THE PHONE. CHECKS ARE MADE OUT TO JB PROCESSING . FOR IN OFFICE SWIPED CARDS THE FEE IS 2.6% . AMERICAN EXPRESS IS 4.6%.**

1. Any cancellation or missed appointments without at least a 24hr notice will assessed a \$200 fee payable before a new date is set.
2. If the job is cancelled after the material has been secured, a restocking fee of up to 30% may apply and will be deducted from the refunded amount.
3. If a job is cancelled after the measure has been completed, a \$400 measure fee will be withheld from the refunded deposit amount.
4. If a job is cancelled after the production has already begun or been completed, the customer is responsible for the full amount due.
5. Please allow up to 3 weeks for a refund to be issued after it has been requested.

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### **Frequently ask questions and answers:**

1. **Can I stain my countertops?** Almost anything can be stained, so we recommend purchasing a permanent sealer. These will resist most of the common stains and preserve the beauty of your natural stone. (quartz is not sealed and does not require one)
2. **I left a cold drink on my countertop and now there's a dark ring. What do I do?** Nothing. It's common for water to condense under the sealer. Simply wipe up excess water and the condensed water ring within the stone should dissipate after a few hours.
3. **Why do I have seams?** Slabs only come so big. There are limitations to the size of the piece that can be transported and installed. We place seams in the best locations for the job and the job size.
4. **What is the maximum overhang allowed?** It is recommended that any overhang over 8" be supported with counter plates, corbels, or L brackets.

### **THANK YOU!**

At AM3 SURFACES, we treasure our customers and we sincerely thank you for your support. If you have any questions or concerns, please do not hesitate to contact us immediately so that we can address them. Our goal is to exceed your expectations and we understand that the best marketing in the world is by creating raving fans. Please take the time to tell your friends, family and neighbors about us.

### **Workmanship Warranty**

AM3 Surfaces/JB Processing/AM3 Stone stands behind our product and our work, including all custom fabricated natural stone. We guarantee your natural stone countertop to be free of any workmanship defects for one- year after installation and used under normal conditions.

During the one- year warranty period, AM3 Surfaces/JB Processing/AM3 Stone, upon our discretion, will repair or replace, any defective products for direct customers.

Our warranty does not cover any damage sustained by trade personnel after we have installed our product. Improper maintenance that causes stains are not warrantied. It is recommended

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that customers read our “care and maintenance” section of this paperwork prior to installation of our produce and refer to when there is any question if a warranty is valid.

The customer is responsible for all maintenance on the new natural stone countertops, including cleaning the surface, re-caulking backsplash and between counters.

Due to the nature of natural stone, fissures and natural crevices could be a part of the stone countertop surface. These items are not guaranteed or covered by our warranty due to their natural formations. These items can be undetectable while the stone countertop is being fabricated.

#### Terms and Conditions for General Residential Warranty Reviewed

1. Our warranty stated above is directed to the stone countertops fabricated and installed by AM3 Surfaces/JB Processing/ AM3 Stone.
2. Our warranty stated above applies to the permanent install of our stone countertops for residential use. If the countertops are removed from the original installation point, warranty is void. No other stone installed by any other company is covered by this warranty.
3. For warranty service, contact AM3 Surfaces/JB Processing/AM3 Stone by email or phone. A representative of our company will schedule an appointment to inspect the installation and the issue at hand to determine if it is covered by our stated warranty. Customers are expected to reasonably cooperate with our team and communicate thoroughly the issues at hand. Any and all decisions regarding any defects in the fabrication or with the install will be made by AM3 Surfaces/JB Processing/AM3 Stone.
4. Any repair or replacement that is needed under warranty will be made to match the existing stone countertop to the best of our ability, keeping in mind that natural stones vary, and an exact match may not be possible.
5. Any change by the customer during or after we have installed the stone will be at the expense of the customer. The characteristics of our stone are all natural and cannot be covered by warranty. The blemishes, color variations, the fissures, surface pits, or water lines are not covered under this warranty.
6. It is our recommendation that a sealer be applied annually by the homeowner to protect the natural porous nature of the stone. When the stone is not sealed, any food or liquid spills can stain the stone. Any damage sustained by chemical use or physical abuse will not be covered by this warranty.
7. The warranty is only in effect once the stone countertops have been paid in full.
8. The seam performance is covered by this warranty, but not the appearance of the seam, nor is any settling of the structure that causes the seam to fail covered by this warranty.

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### Sinks

This warranty covers sink installation for one-year, which includes, caulking and adhesion to the stone.

This warranty does not state nor imply coverage of any collateral damage caused by sink installation failure.

### Quartz

Quartz warranty is covered by the supplier, but AM3 Surfaces/JB Processing/AM3 Stone does warranty the workmanship of the fabrication and installation of the material.