



## ABOUT YOUR STONE PRODUCT

1. All samples of Stone Products are *representative only* and are not an exact replication of your finished product. Variation in the color, pattern, size, shape, and shade of the stone, are inherent and unique characteristics to be expected with all Stone Products. These characteristics do not affect the product performance in any manner. Your product will not be replaced due to these variations.  
Samples are not from the actual slab that you will receive!
2. Stone Products are *not maintenance-free*. Maintenance may require sealing the stone, as well as using (or avoiding) certain cleaning agents.  
Care and Maintenance instructions for many Natural Stone Products are available on-line at [www.marble-institute.com/consumerresources/care.cfm](http://www.marble-institute.com/consumerresources/care.cfm).
3. Standard (top) dishwasher attachments cannot be used with Stone countertops. You must use a side-mount kit to secure the dishwasher to the adjacent cabinets. Many new dishwashers come with side-mount hardware. If your model does not, please contact your dishwasher manufacturer.
4. Regarding overhangs in Stone Products:
  - a. Overhangs in Natural Stone Products exceeding 5" in depth are **NOT** self-supporting and require supporting brackets at 36" on-center minimum.
  - b. Overhangs in Engineered Stone Products are self-supporting to a depth of 12" Maximum, although supporting brackets are always recommended.
  - c. Raised eating ledges always require supporting brackets.
5. Natural Stone Products may contain some or all of the following characteristics:
  - a. Areas that have been filled with color-matched epoxy that may compromise the integrity and strength of the materials.
  - b. Variations in veining, color, and movement.
  - c. Fissures: small visible lines on the surface of the slab which rarely affect the structural integrity of the product.
  - d. Beauty Marks: natural mineral deposit concentrations that can be seen as intensified spots or lines of color, lack of color, and areas with compromised polishing ability.
  - e. Pitting: "pock" marks of varying size on the surface of the slab, which are a result of the tightness of the natural grain and the material's ability to accept a polished finish.
6. All Stone Products can be damaged by excessive force or pressure and prolonged heating of the surface. Hot pads and/or trivets are always recommended.
7. Seams in Stone Products will be plainly visible. Where there are seams, product pattern, color, and other characteristics may change.
8. All Stone Products are fabricated to a dimensional tolerance of  $\pm 3/16"$ . Please be aware that this tolerance may result in small gaps, especially at the top of splashes that abut raised counters, windowsills, and other obstructions. The gaps will be caulked at the time of installation.

9. Certain decisions must be made and details addressed prior to on-site measuring. Some examples of these items are listed below:
- a. All cabinets must be fastened in their permanent positions and be both level and plumb. Any cabinet work that can affect our dimensions must be complete.
  - b. All fixtures (sinks, faucets, soap dispensers, cooktops/ranges, downdraft units, etc...) that will be used in conjunction with or located adjacent to the Stone countertops MUST be on-site to ensure proper suitability and accurate measurements.
  - c. The locations and hole layouts for all faucets, sprayers, soap dispensers, etc... must be determined.
  - d. Any electrical outlet(s) or switch(es) requiring a cutout in the Stone must be installed.
  - e. If a "farmer-style" sink or other cast-iron sink is to be used, the sink must be installed in its final location at time of measure.
  - f. For Remodel projects, existing countertops must be removed prior to templating, unless previous arrangements have been made with Tower Industries. At minimum, the existing backsplash material must be removed. Accurate measuring and templating requires that we have access to the joint where the existing countertop meets the wall.
  - g. Additional blocking may be required behind slide-in ranges, at dishwashers, behind lazy-susan cabinets, and in some other areas in order to support the weight of Stone countertops. These areas will be identified and communicated at the time of measure. This blocking is not included in Tower Industries' proposal and must be completed prior to install.
10. Any changes made after field-measuring may not only change the price, but cause delay in the installation date for your project. If we are required to make an additional trip to your jobsite because of items that are beyond our control, additional charges will apply.
11. Please feel free to contact Tower Industries regarding any additional questions or comments regarding this process. Thank you for your business!