



Thank you for choosing Smokey Mountain Tops! Below are steps to help prepare for your upcoming project. Please note: A signed quote & 50% deposit are required before template date can be scheduled. We look forward to working with you!

### **THINGS YOU SHOULD KNOW PRIOR TO TEMPLATING: (Day of Field Measure)**

The Customer or Decision Maker of project needs to be On-Site to review items such as overhangs, radius corners, & other questions that are not always clear on drawings.

- Existing countertops should be CLEARED of items which may interfere with the template process.
- All Color and edge selections must be finalized by time of template.
- All Sinks, faucets, cooktops or model #s must be on-site at time of template (in some instances model #s may not work).
- All Farm Sinks & Apron Front Sinks must be installed (in place) PRIOR to time of template.
- Cabinets should be fully installed & leveled including all finished panels before templates can be made. Some Cabinets are installed with finished panels on the ends. Panels should not be added after templates have been made (this will cause tops not to fit properly). Smokey Mountain Tops will check the level of the cabinets with a 6' to 8' level.  
**PLEASE NOTE: \*\*To avoid return trip charges please confirm that all base cabinets & countertop-related carpentry are completed PRIOR to final field measure; \$125.00 charge will be incurred for return trips to job site. \*\***
- Upper cabinets must be installed if the job requires full height backsplash.
- It is the customer's responsibility (unless purchased at Smokey Mountain Tops) to make sure that the sink, cooktop and faucets fit into the base cabinet (for example: 42" sinks will not fit into a 30" sink base). Smokey Mountain Tops will be happy to assist in answering any questions you may have concerning outside purchases.



Thank you for choosing Smokey Mountain Tops! Below are steps to help prepare for your upcoming project. Please note: All final Balances are due the day of installation, unless you have an approved account with us. We look forward to working with you!

### **THINGS YOU SHOULD KNOW PRIOR TO INSTALLATION:**

We require that a decision maker over the age of 18 be on-site.

- Please have direct & clear access to the project area. Our installers are handling heavy materials and working with dangerous power tools. Smokey Mountain Tops will do everything we can to ensure a safe & clean install. Your cooperation is appreciated!
  
- Variation in the natural stone/quartz color, pattern, size, shape and shade are inherent, unique characteristics to be expected with stone. This does not affect the product performance in any manner and will not be replaced due to these variations. Please contact your Customer Service Rep with any questions.
  
- Smokey Mountain Tops is not licensed to connect plumbing or electrical after countertop installation & is NOT included in install pricing.
  
- Smokey Mountain Tops may use shims in areas to support & strengthen the countertop even when cabinets are level which can create gaps in certain situations. Safety is priority.
  
- When installing countertops in a remodel situation please be aware of potential wall scratches or marks (Please contact your customer service rep with any questions).

**PLEASE NOTE: To avoid return trip charges, all sinks, fixtures, cooktops, dishwashers, and ranges must be on the job site prior to installation.**