

Bloomday

GRANITE & MARBLE

TEMPLATE & INSTALLATION INSTRUCTIONS

Customers typically have questions about the template and installation process. The information below is meant to be some general guidelines and helpful tips. If you have concerns about any of the items listed below, please contact your salesperson for more information.

TEMPLATE

1



Once you have made your material, edge, sink and stove selections, returned your signed estimate and provided the required deposit, your salesperson will schedule a template date. Please make any template schedule requests at that time.

2



Please prepare to have a primary decision maker onsite during the template.

3



Please make sure all base cabinets are installed prior to template.

4



Please be sure all travel areas the template person will use are clear from clutter and debris. Our template staff use laser template machines and carry various items with them to perform the template function.

5



Please be sure all areas to be measured are clear of any items.

6



Please be sure that any access information (locked gates, access codes, parking instructions, power supply issues, security alarm information if needed, etc.) have been noted by your salesperson or communicated to the template person when the template is confirmed.

7



Please be sure all children and pets are kept from the areas to be measured. Children and pets may be injured by equipment or may accidentally knock the laser resulting in an inaccurate measurement. Additionally, excitable, or territorial pets may provide distractions that cause the template person to miss valuable information.

TEMPLATE CONTINUED

8



A member of our office staff will call you on the day prior to template to confirm the template time. If you are planning to keep existing tile backsplash, please be aware of some additional items needed prior to template. Since we cannot be sure if some areas of the counter might be higher or lower than the tile, keeping the existing tile makes it much harder for us to perform a quality installation and it takes much more time to template and install. Consequently, we require that the existing counter be removed prior to template. Your Bloomday salesperson will have subcontractors we can recommend to do the "tear-out". Tear-outs can be quoted in the price of your purchase if you advise the salesperson to do so. Otherwise, the cost will be in addition to the amount of the estimate you receive.

9



The template person will arrive, confirm details related to your job and check existing cabinets to confirm they are level. If there is an issue with the level of the cabinets, the template person will explain the options that are available. We can adjust our counter at installation for cabinets that are less than 3/16th out of level. Please be aware that anything above the 3/16th threshold for level will require your cabinet person or a subcontractor that Bloomday recommends to adjust your cabinets. This may result in an additional cost. Bloomday will not install surfaces on cabinets more than 3/16th out of level as this is likely to result in damage to your counter or cause the appearance of the final product to not meet our standards of quality.

10



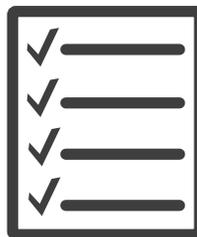
Other items to be discussed at template include the overhangs on islands or bar areas, clearance and access needed for large counter pieces or islands, the types of tile or backsplashes that might be needed. The template person needs to consider trim work, installed overhead or side cabinets and other items that might be damaged as the surface is moved into place. Additional concerns include sheetrock, trim work or tile that might need to be cut for proper nesting of the surface. Your template person should discuss these issues with you. ***Bloomday reserves the right to refuse to fabricate and install any job where customer preferences concerning the items noted above prevent us from installing the product in a manner that our experience dictates will produce the best result. We will return your deposit in this instance.***

11



Once the details concerning the areas to be templated are addressed, the template person will measure all areas using the laser template system. **Please hold any questions or discussions until this portion of the template visit is complete.** The template person will be happy to address any concerns prior to departure.

12



The template person will summarize all the information with you before leaving and may ask you to sign off on special items. No changes to any job details are permitted after the template appointment.

13



Your measurements will then come back to Bloomday and be processed by our drawing/CAD department. In some instances, you may receive an emailed copy of your layout drawing to approve. Approval will be needed before fabrication begins. Please check all dimensions and details thoroughly.

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INSTALLATION

1



Please prepare to have a primary decision maker onsite during the installation.

For new cabinetry ensure all cabinets are set in final position, corbels in place, and end panels are in final positions to avoid having install date moved.

2



Prior to install, a Bloomday team member will call to confirm the time and date of install.

3



Please be sure that any access information (locked gates, access codes, parking instructions, power supply issues, security alarm information if needed, etc.) have been noted by your salesperson or communicated to the Bloomday staff that calls to confirm install

4



Final payment is due at install. Please have the payment prepared for the install team.

5



Please assist the install team in finding the easiest entry route to install areas. Mud, snow and ice on driveways, sidewalks and stairways produce unsafe conditions. Install will need to be rescheduled if these areas are too cluttered or unsafe for installers carrying heavy loads.

6



Please be sure all travel areas the install team will use are clear from clutter and debris. Natural stone can weigh several hundred pounds. Any clutter or debris in the travel and install areas might result in injury to people or damage to property. Please be sure to remove all items for the area underneath any sinks where an install will occur. Installation teams must have adequate room underneath the sink to perform installation procedures.

7



Please be sure all children and pets are kept from install areas. Children and pets may be injured by equipment or the surfaces. Additionally, excitable, or territorial pets may provide distractions and obstacles to the install team.

8



Please note the template instructions above for trim, sheetrock, tile, and other items that may require adjustments so that surfaces are properly installed. We are not able to install surfaces unless we can make the adjustments needed that will provide the best look to the final product.

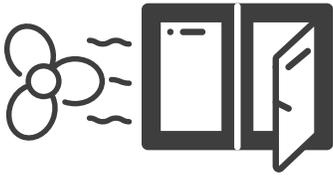
9



Epoxy, silicone and other adhesives and chemicals are used in the installation process.

INSTALLATION CONTINUED

10



Installation staff may need to open windows or doors to adequately ventilate the space during installation. Additionally, installation staff will be moving between the work space and the installation vehicle. If any small adjustments need to be made to the surface, they may have to cut and polish onsite. They will clean up any surface debris or dust left behind. Please confirm with them if you feel the area or the installed surface is not adequately cleaned.

11



Holes may be drilled on site. Please have any items such as faucets and soap dispensers available at the install. Please go over your concerns about placement of any drilled holes prior to the installers beginning to drill. Sometimes issues arise based on the space available for faucet placement that might require a change of faucet or a change of placement. Installers will address this with you if needed.

12



If installers decide that adjustments need to be made to any piece that will require our shop equipment or cannot be made on site, they will need to bring the piece to our shop. If the adjustment can be made same day, we will work diligently to finish the installation same day. In some cases, we will need to come back out another day to complete the installation of that piece. We will do our best to minimize any disruptions to your schedule if such an event occurs.

13



Prior to installers leaving, they should check to make sure appliances such as stoves or dishwashers and cabinets open and close properly after surface installation. Please feel free to review this with them to confirm that you do not have any concerns.

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Please note that gas to appliances will have to be disconnected before install. Bloomday does not reconnect electrical or plumbing systems. Please schedule to have the reconnections made after the install is complete. Installation times can be anywhere from 1-4 hours or more depending on the size of the job. We are not able to rush installation to accommodate the schedule of the plumber or electrician. Please make sure they are not scheduled to come immediately after an installation time.

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Please look over the installations and complete the Certificate of Completion. Enjoy your beautiful new surface and recommend Bloomday to friends, family, and post on social media. We love to take pictures of our work and may ask you to allow us to post pictures of your surface. We thank you for working with us!