



Terms & Conditions of Sale

1. **CONTRACTS & DEPOSIT:** A signed terms sheet and work order with 50% deposit are required before we will begin production. Our pricing includes template, fabrication and Installation. On request we can quote your job for template and fabrication only or Just fabrication based on customer drawings. Balance is due on the day of the installation . Final contract pricing may change and will be based on actual field measurements . Final invoice will be presented not later then on the day of the installation.
 2. **PRICE CHANGES , RETURNS or CANCELLATIONS :** This contract price is based on initial measurements provided by Customer . If changes are required after final measurements has been completed , price will change. Customer is aware that this special order contains custom materials and it is not cancelable or returnable . If cancellation will occurs after final measurements it will result in a small fee to cover costs (usually between \$150-\$350 depends on distance) .
 3. **FINAL MEASUREMENTS & TEMPLATING :** By choosing to template over an existing countertop, you are acknowledging that you understand the possibility for unnecessary gapping and acknowledge that AMF cannot be held responsible for said possible gapping. AMF requires a window of 8 a.m. to 4 p.m. for templating on business days . Due to the nature of the AMF business, exact times cannot be given. However, AMF will call a day before the scheduled template day to confirm and provide estimated time frame of the templating .
 4. **POST-TEMPLATE WORK ORDER CHANGES:** All changes to work orders after template must be in writing and signed by customer or authorized representative. Any and all changes could be a subject to a re-template fee and could delay your scheduled installation date.
 5. **INSTALLATION :** Customer must provide to AMF a window of 8:30 a.m. to 6 p.m. in which to install the material. AMF will contact Customer a day before the scheduled install day to confirm and provide estimated time when installation should start . If for any reason the Customer is unavailable and has NOT made AMF aware min. 24 hours prior to the scheduled install date, AMF will assess an additional trip charge of \$250.00. The rescheduled date will be the next available date the AMF is in the area of the Customer. Installation crew is a team of two people. If the completion of the job requires additional team members, min.\$150 fee per additional team member might added to the final invoice. We require a decision maker over age of 18 be on-site . Our installers are moving heavy countertops and working potentially dangerous tools. Please provide unobstructed access to your driveway through your kitchen . Clear countertops, empty lower cabinets , remove top drawers and AVOID THE WORK AREA .
 6. **CONDITION OF CABINETS:** To maintain warranty, cabinetry must be completely level. If cabinetry is not level AMF will shim the countertop at our discretion However, AMF will not provide or install molding to cover any large gaps between tile top and cabinets. Cabinets, trim, end panels, etc. must be permanently set prior to templating.
 7. **SINKS AND APPLIANCES:** Sinks, sink accessories (such as colanders), cooktops, and appliances must be at the job site at the time of templating to insure a proper fit. If sinks or appliances are not available at the time of templating, any cutouts made using the customer's dimensions and locations must be in writing and are the sole responsibility of the customer.
 8. **ADDITIONAL TRIPS TO YOUR HOME:** If a second trip is required to complete your template , a \$150 re-templating fee might be charged .Any other return trips to the job site made through no fault of AMF will be invoiced at a charge of \$65.00 per hour plus materials and travel time
 9. **PLUMBING/GAS/OTHER:** AMF does not reconnect plumbing, electrical, gas lines, etc. AMF does not mount any appliances. nor perform any preparatory service for countertops or wall material. NOTE Plumber should be scheduled for connection the day after countertop installation.
 10. **EXISTING COUNTERTOP REMOVAL/DISPOSAL :** AMF will, for an additional cost remove existing countertops. Disposal of old countertops is not included and will be charged extra if necessary. There will be some unavoidable minor damage done during the tear out to surrounding walls, existing tiles, and possibly cabinets. Countertop installers are not responsible for this damage. This type of damage occurs with most installations and the customer should be prepared to make touchups and repairs once the countertops are installed.
 11. **INCIDENTAL DAMAGE :** AMF will clean the immediate surface areas and leave job site in "broom swept" condition . AMF will not discount, credit, or in any way reduce the price due to minor scratches or construction damage . The removal of existing countertops and the installation of new countertops is a major construction process. Care will be exercised during the countertop installation; however , scrapes or punctures to walls and cabinetry are possible . These items are considered incidental damage and are customer responsibility to repair . There will be minor damage to surrounding areas and some amount of dust and debris will be created.You may want to drape or cover areas to contain the dust.
 12. **CAULKING:** AMF is only responsible for caulking stone-to-stone. Stone to wall caulking is the responsibility of the owner/builder unless specified.
 13. **SEAMS:** Natural & engineered stone seams may be visible to the eye and can be felt. Our seams conform to the Marble Institute of America's guidelines to be within 1/8th of the inch. Placement of seams, reveal at backsplash ends and figuring (veining, color inconsistencies, etc.) is at the discretion of AMF. Input from the customer is welcome and AMF will attempt to accommodate the customer's wishes when possible.
 14. **OVERHANGS:** Counter overhangs vary with cabinets and design AMF will not be responsible for support at extended overhangs beyond 6" . Please plan on installing brackets or supports at least every 24" immediately after countertop installation.
 15. **ENGINEERED STONE:** Customer has been made aware and understands that engineered stone varies slightly in color and shade from production to production. The random pattern of slight color variations in each slab and between slabs is not a defect, but rather an inherent property of both engineered and natural stone. Engineered stone there may be black specs in any of the production colors due to the nature of quartz crystals and quartz sand. THESE VARIANCES ARE NOT CONSIDER TO BE DEFECTS OR PRODUCTION NON-CONFORMITY AND ARE THEREFORE NOT COVERED UNDER ANY WARRANTY .
 16. **NATURAL STONE:** Is a product of the nature and is therefore subject to all its inherent variations. Cast veining, markings and coloration of the final product may vary. The slabs arrive to us with fact already finished and natural stone may have small pits, marks or irregularities in texture or shine therefor it's important to view and approve the slab before fabrication whenever possible .
 17. **REMNANTS:** This contract covers providing a finished stone fabrication order. It does not include any remnants or cutout pieces to be saved or provided to customer.
 18. **FLOOR CHARGES:** Installations above the ground floor level may be subject to a 'floor charge.' Where necessary, a Customer may have to hire and coordinate a crane to hoist countertops to upper level installs. Size of elevator or stairwell may affect sizes of pieces that can be installed &/or seams. Final decisions on these issues can only be determined at the time of template.
 19. **PAYMENT COLLECTION & JURISDICTION:** Invoices are due, and payable upon presentation. Amounts unpaid after 30 days are subject to finance charges of 2% per month. The undersigned agrees to pay all costs of collection, including but not limited to reasonable attorney's fees. This agreement shall be governed by, and construed in accordance with, the laws of the State of Illinois. The undersigned consent to the exclusive jurisdiction of the Court of Cook County in the State of Illinois, and waives the right to a trial by jury. Return check service fee \$50. Unpaid balance subject to attorney's fees, 19 % interest, and court costs
 20. **WARRANTY RESTRICTION:** Your product warranty will NOT be in effect until full payment is received.
- The undersigned hereby agrees to the terms, conditions and policies contained herein.
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CUSTOMER SIGNATURE , DATE