



Thank you for choosing Winn & Winn, Inc. dba. Natural Stone Design. Signing and returning this agreement signifies the beginning of your business relationship with us. Below are some necessary reminders, frequently asked questions and terms and conditions.

- All clients are required to place a 50% deposit to process each project. Material orders and scheduling cannot commence until the 50% deposit is received by Natural Stone Design. The remaining balance will be due upon completion, or be placed on a 30 day net account (subject to credit approval).
- Unless you have established a credit account with us, payment is required at time of completion. Please be prepared to make the payment to our technicians when the job is complete. Credit card payments (Visa, MasterCard, American Express, and Discover) may be called in to (210) 658-6400 at time of completion.
- If you have established an account with us, full payment is expected within 30 days from the invoice date. All balances past 30 days will be monitored, with a risk of collection fees, and/or a Contractor's Lien being placed on the property. Your account will be suspended, and new orders will be placed on hold until the past due balance is paid in full.
- Any account that reaches 90 days past due will no longer be eligible for net terms. The client can place an order with full payment made in advance.
- A \$150.00 cancellation fee will be applied to any cancelled order. Material restocking fees may also be applicable.
- Pick-up orders are not eligible for credit terms. The final balance will be due at the time of pick-up. An order pick-up contract and a release of liability waiver will need to be signed by a responsible party before loading.
- All orders are priced as a single phase with one template and one installation trip. If the project cannot be completed in one phase, and additional phases, such as an outdoor kitchen or other separate areas, need to be completed at different times, we will process these additional phases as separate orders, and an additional \$125.00 trip charge will be applied per required trip.
- It is the client's responsibility to supply and install all cabinets and/or any necessary support structures for countertops. Natural Stone Design will not be held responsible for damage resulting from improper support structures. Supports should be level and adequate to support weight and use of countertops.
- We do not recommend nor warranty any 3cm bar or top with an overhang of more than 10". If you choose to have an overhang exceeding 10" you will be solely responsible for providing adequate support. An overhang of more than 10" is never warranted under any circumstances. Natural Stone Design reserves the right to refuse service, if the requested overhang installation is determined to be unsafe. These policies are in place per the Marble Institute of America guidelines for consumer safety and company liability.

Final Measure/Template:

- The trip to obtain final measurements and templates will be scheduled once all supporting cabinets are completely installed. If the site is not ready on the date we arrive, then a secondary trip will be scheduled and a \$125.00 trip charge will be added to the final bill.
- For projects in existing buildings, please make sure countertops and lower cabinets are cleared prior to your templating, demolition and/or installation appointments. Natural Stone Design is not liable for damaged or missing items, if they are left on the countertops or in the lower cabinets during appointments.
- Any project which includes an apron or farm style under-mount sink(s) must have the sink(s) permanently in place in the cabinet(s) prior to your template appointment. We will not be able to complete creating templates without this, and we will not place or position the sink ourselves due to variables with apron sinks.
- All under-mount sinks need to be at our location no later than one business day following your template appointment. Feel free to give them to the template technician, drop them off at our facility, or schedule them for delivery. Failure to provide under-mount sinks in the time required will result in delay of installation. All cutouts are destroyed during the fabrication process.

104 Nell Deane Blvd., Suite 1, Schertz, TX 78154

Phone: 210-658-6400 | Fax: 210-658-6401 | Email: info@naturalstonedesign.org | www.naturalstonedesign.org



Installation:

- Faucets need to be on site at the time of installation. If you choose to provide faucet specifications instead, these need to be provided to Natural Stone Design at least 7 days prior to the scheduled installation. Specifications can be faxed or emailed to 210.658.6401 or tina@nsdtx.com.
- All appliances that require a cut-out in the countertops need to be on site at the time of installation. If you choose to provide appliance specifications, these need to be provided to Natural Stone Design at least 7 days prior to the scheduled installation. Specifications can be faxed or email to 210.658.6401 or tina@nsdtx.com. Cutouts are only guaranteed when the physical appliances are on site.
- Failure to provide the necessary items required for installation will result in an additional trip to the job site, and the client will be assessed a minimum trip charge of \$125.00
- By signing below you and/or your client acknowledge and agree that assisting installation crews with carrying, lifting, tilting or in any way moving stone and/or tools, equipment, or other heavy objects is NOT allowed. This policy is in place to ensure the safety of our customers.

Remodel:

- Our technicians are not certified or allowed to disconnect or reconnect any Plumbing or Gas lines.
- Pre-existing wall coverings: painted drywall, wallpaper, tile (or other) backsplashes, mirrors & cabinetry are exposed to possible damage. Natural Stone Design will not be liable for additional touch-up work, since minor damage should be expected during a construction project.
- Mirrors in bathrooms, affixed to the wall and resting on or within 1" of the top of the existing backsplash or countertop, should be removed prior to a demolition or installation appointment. Natural Stone Design will not be responsible for chipped or broken mirrors left in place. If mirrors are left in place, and Natural Stone Design employees deem it necessary for their safety and the safety of others to remove the mirrors, our crew will remove them and leave them on site. We will not re-install mirrors under any circumstances. Natural Stone Design is not responsible for any damage that may result from the mirrors being removed by its employees.

Warranty/Guarantee:

- Remnants are available for purchase at a significant discount. This material carries no guarantee or warranty and should be considered an AS-IS purchase. NSD will not fabricate, polish, or repair the surface of the product. Remnants are subject to availability; In the event that your selected material is unusable for any reason, including but not limited to, damage, defect, loss, theft, break, etc. You will have the option of re-selecting another available remnant of equal or lesser value in order to complete the project.
- Natural Stone Design guarantees countertops against improper fabrication and installation for 1 year from date of purchase.
- Quartz and other manufactured products may carry additional manufacturer warranty, please check with the product manufacturer for details.
- DOs, Don'ts, and more information about natural stone characteristics are available on the NSD "Stone Care Guide".

Please Note: Custom fabrication may take up to 18 business days from your template date to your final installation date.

Please provide us with a signature below signifying you have read, understand, and agree to the above disclosures.

X

Printed Name:

X

Signature/Date: