

Natural Stone Countertops Checklist

Congratulations on choosing natural stone (granite, marble, and/or travertine) for your new countertops. It took Mother Nature a few hundred thousand years to make the natural stone that you now proudly own. Think about it, each and every piece of stone you own has no match in the entire world! Along with its unmatched beauty, you also must understand its unique characteristics which will help you better enjoy your purchase.

The sample shown to you at time of your selection serves only to indicate a general way the color tones, pattern, and texture are found in this color of stone and may vary from the slab countertops installed in your home. This variation should be expected. Please note, for "high movement" stones, significant pattern variation may occur where pieces are seamed together. Your countertops will not be replaced due to variation from the samples.

Stone tiles and stone countertops will not match in color since they do not come from the same block.

Stone's Natural Beauty – Know What to Expect. You will probably notice small hairline veins, which are called "**fissures**". There will also be irregular mineral concentrations of color that vary in size. These are called "**inclusions**". Inclusions might be circular in nature or they might appear to run through a portion of the countertop in somewhat of a straight line. Some stone slabs contain extremely tiny holes called "**pits**" which are too minute to be able to be filled by resin at the factory. In addition, some slabs especially exotic granites and marbles contain "**fill**". Fill is essentially the combination of material and resin a polishing factory uses to fill a hole in the slab that is larger than a pit. Please be aware that fissures, inclusions, pits, and fill are all considered part of the distinctive and unique beauty of natural stone. Your countertops will not be replaced due to any of these features.

Natural stone countertop seams and lamination lines are visible and can be felt. Seams will be placed where necessary based on countertop layout and material size constraints. Even for the same plan, seam locations may vary due to slab size. Seams may vary in width and heights from 1/16" to 1/8" depending upon installation requirements. Seam locations are at the discretion of the fabricator and not a cause for rejection or reimbursement.

If the island is more than 58" wide or 102" long, it may have a seam in it. Slab sizes of the same color vary from shipment to shipment. Hence, for large islands, in some cases a seam is required and in others a seam is not.

Your new natural stone countertops have been treated with an impregnating sealer, which helps reduce the risk of countertops from staining. Be aware that sealing will not eliminate or prevent etching. Any spills should be wiped off immediately to prevent stains from settling into the stone. It is recommended that an impregnating sealer be reapplied once a year for the countertops to resist stains and maintain its repellent characteristics. Etched and Stained countertops are not covered under warranty.

To clean stone countertops, use natural stone cleaners for everyday cleaning. If natural stone cleaners are not used, we recommend using ammonia free, non-acidic and P.H. balanced cleansers, diluted with water to clean the surface(s). Clean up spills as soon as possible.