



Granite Depot of Indianapolis

(317) 600-3119 • 1175 West 16th Street, Indianapolis, IN, 46202

Contract

Date: _____

Salesperson: _____

Customer: _____

Address: _____

Phone: _____ Email: _____

Room: _____

Color: _____

Sink: _____

Edge: _____

Backsplash: _____

_____ sqft @ \$____/sqft _____ sqft @ \$____/sqft _____ sqft @ \$____/sqft

Laminate Tear Out: _____ Stone/Tile Tear Out: _____ Stove: _____ 10 Year Sealer: _____ Waterfall: _____ Corbels: _____

Total Price: \$_____ Deposit: \$_____ Ready for template: _____

1. This contract is based upon estimated job requirements and square footage at time of sale. **FINAL PRICE** will be determined after template is complete. Any additional charges are to be paid upon completion of installation.
2. A deposit of 50% of the total estimate project cost is required before the scheduling of template and installation appointments. No appointments will be scheduled without receipt of this deposit.
3. This contract and template reminders must be reviewed and signed before the job is placed into production. Any changes (e.g., stone color, sink, edge, seam placement, layout and other modifications) **MUST BE REQUESTED IN WRITING TO THE SALESPERSON** (not the template technician or scheduling manager) **before production**. Otherwise, Granite Depot is not responsible for discrepancies.
4. Contracts may be canceled within 24 hours of deposit without incurring a fee. Any contracts canceled after 24 hours will incur a fee of 50% of the total deposit amount for restocking, rescheduling, and labor expenses incurred. In the event when the job is canceled after the stone has been cut, the full amount of the deposit will be retained.
5. Methods of payment include - Cash, Check, Zelle and Card payment. Please make checks payable to Granite Depot. **Please note that a 3% convenience charge will occur on card payments.**
6. **FINAL BALANCE** is to be paid by check, cash, or via card to the installation team/salesperson after installation is completed. Homeowner or contractor **WILL SIGN OFF** that they are completely satisfied and **PAY THE BALANCE** prior to the installation team leaving the job site.
7. It is the responsibility of the client to ensure that **all plumbing is disconnected** prior to the arrival of our team for the removal of old countertops and the installation of new ones. Should our team arrive and find that the plumbing has not been disconnected, Granite Depot reserves a right to charge a fee of \$200.
8. Granite Depot will **NOT DISCONNECT OR RECONNECT** any **GAS, PLUMBING, or ELECTRICAL** items. Only a licensed, bonded, and insured professional is recommended to disconnect or reconnect gas, plumbing, or electric in the state of Indiana. If the counter needs to be removed on the template date, the plumbing and gas stove must be disconnected prior to the template.
9. Customer is responsible for clearing off countertops of all materials prior to templating and installation. Countertops not cleared at the time of the template can result in delayed template and further delay installation.
10. All pertinent appliances and fixtures, including, but not limited to, sinks, stoves, and faucets must be on the job site at the time of installation, or a return trip charge of \$200.00 will be assessed.
11. Cabinets must be installed and level at the time of the template. **NO MODIFICATIONS SHOULD BE MADE TO CABINETS AFTER THE TEMPLATE** is completed to ensure proper fit and installation. Should cabinets not be properly installed at the time of template, a return trip charge of \$250.00 will be assessed.

12. Once the template is completed, any changes made by the customer to cabinets will not be Granite Depot's responsibility. This includes any issues with countertop fit or additional costs for modifications. Customers should make all necessary changes before the template process to avoid inconvenience and extra expenses.
13. Ranges and fridges should be disconnected and moved out of the cabinets to allow the installer free access to all countertop edges.
14. The homeowner or designated representative must be present during the entire template and installation processes. This person must be authorized to approve the completed work and pay the remaining balance. Failure to comply with this clause may result in appointment cancellation and additional costs (e.g., \$250 trip fee) for rescheduling and/or redoing the work.
15. It is imperative that we are notified in advance if no one will be present during the installation process. In such cases, the outstanding balance must be settled prior to the arrival of our installation team. Failure to do so may lead to rescheduling of the installation and additional charges (e.g., \$250 trip fee).
16. If there is a need to reschedule the template or installation appointment, please note that Granite Depot may not be able to provide the earliest available slot on our schedule. We will prioritize scheduling based on availability, which could result in a later appointment date and impact your project timeline.
17. To ensure successful template and installation of countertops by Granite Depot, the following conditions must be met: favorable weather for outdoor projects; clear pathways, good quality stairs for upper levels, and stable roads. No muddy or unstable access routes; adequate space for maneuvering and installation. No tight or restrictive areas. Failure to meet these conditions may result in delays, additional charges, or rescheduling.
18. In the event that our template or installation team arrives for a scheduled appointment and the client is not prepared, or if other work is being conducted in the area, we reserve the right to depart. If our team is required to wait, a delay fee of \$100 per hour will be applied.
19. The work area must be clear of other workers not associated with Granite Depot and the customer during the template and installation. The customer will be permitted in the work area after the template and installation to review and ask questions but are requested to stay clear during the template and installation process for their safety.
20. Some dust should be expected during your granite installation. Granite Depot will provide a general cleaning after completing the installation, but some additional cleanup by the homeowner may be necessary. **It is recommended to cover anything that you would like to protect.**
21. This is a construction project. Some minor scrapes, dings, or abrasions to walls are to be expected during the template & installation process. Great care is taken to prevent these situations; however, in some cases, it is unavoidable. The homeowner is responsible for any painting or drywall repair required after installation.
22. Granite Depot provides a warranty on our installation for one year from the date of installation. Warranties on any of our products do not cover chemical abuse or damage caused by misuse. Warranty takes effect once the final balance has been paid in full.
23. The customer will have **three (3) business days from the installation** day to inspect and report to Granite Depot any damage that may have occurred during the transportation or installation process. After the inspection period has expired, a \$250 trip fee & the cost of labor will be required for any requested repair work to granite countertops unless covered by the warranty.
24. If cabinets are not level at the install - reasonable shimming may be required to level the countertop (up to 0.25"). Trim work required to hide shims is the customer's responsibility.
25. Gaps behind the backsplash from walls not being straight are to be expected. It is the customer's responsibility to caulk, fill, or cover open gaps as desired. **Granite Depot is NOT responsible for any gaps due to uneven wall surfaces.**
26. At the customer's request, Granite Depot can caulk the gap between the stone countertop and the wall, provided the gap is no larger than 1/8 inch. Gaps exceeding this size will require alternative solutions and are not covered under this service.
27. Granite, marble and quartzite are natural stones and therefore, slight variations in color, surface pits, blemishes, and pattern from slab to slab will occur. We are committed to selecting and matching slabs that are similar in color, pattern, and tone.
28. If seaming is necessary for your application, the seams will be visible. Our installation professionals are trained to use the procedures and materials that make the seams as inconspicuous as possible, but they will be visible.
29. The placement of seams, if needed, will be decided by the fabrication manager based on the job layout and slab sizes. For safety reasons during transport and installation, each piece should be less than 20 square feet; otherwise, additional seams may be required. If you have specific preferences about seam placement, please let your salesperson know. We will consider your wishes, but we cannot guarantee we can accommodate them. If you have questions about seam locations or the number of seams, please discuss them with the salesperson or fabrication manager to view the layout on your slab(s).
30. Lighter colors are subject to vary in shade/may darken a little after sealer is applied. While the sealer can help protect your stone countertops from stains, it does not guarantee complete protection. Please check the Granite Depot maintenance instructions provided to ensure your countertops remain in good condition.
31. All remnants are sold as-is. Any defects or imperfections in the stone will not be the responsibility of Granite Depot, and no refunds or exchanges will be given. It is recommended that customers thoroughly inspect the remnant before purchasing to ensure it meets their expectations.
32. Granite Depot reserves the right to use any images or videos taken during the template appointment, installation process, and after the installation is complete to showcase the final result of the countertops for promotional and advertising purposes, without obtaining explicit consent from the customer.

By signing this contract, customer agrees to the terms stated above.

Customer Signature: _____ Date: _____