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Thank you for choosing Granite Top Inc. We look forward to your custom project's fulfillment. Here are our steps in the processes you can expect, and our subsequent warranty. To keep our turnaround time quick and our quality high, we require that the following conditions are met. In most cases, if any of these conditions in preparedness are not met, your project may be delayed until the delinquent items are corrected. The course of construction from your selection of material (natural stone, engineered quartz, and/or porcelain surface) through to template, fabrication, and installation of your project is complex, unique to you, and exceedingly detailed. Please be prepared. You will be responsible for making decisions and asking for clarification in advance when unsure of a process or step. Industry standards will be the default, unless otherwise requested and approved in advance.

ESTIMATTE:

Quoting your material selection is the first step in the process. Once your design decisions have been made and submitted to Granite Top Inc, we will get an estimate prepared. Please provide the following in its entirety for accuracy:

LAYOUT - Provide a drawing or sketch showing the layout of the project indicating location of wall(s), cabinets, sink, dishwasher, refrigerator, range/cooktop, etc. Please include all dimensions for each desired surface including backsplash and/or sills. Please label each of the rooms that you would like us to include in the estimate.

MATERIAL/COLOR SELECTION - List the requested material choices by manufacturer, thickness, and finish by each room or location to be quoted. Notate edge preferences.

SINK SELECTIONS - We will need to know if you are choosing a Granite Top Inc sink, or if sink(s) are customer provided. If the sink(s) is customer provided, we would need to know if the sink is undermount, topmount, farm, or vessel, and model number of each.

When a quote is approved by signature, it will be converted to an order.

Canceled orders or material reselections are subject to a 25% restocking fee and/or the 100% forfeit of funds to cover the exchange or the rejected return of goods to supplier.

TEMPLATE:

We require at least one week's notice to schedule your template. Additionally, a decision maker MUST be onsite for this appointment to review and sign-off on the following details.

TEAR OUT - Unless contracted by Granite top Inc for tear out, or your project is prearranged and approved as a template-over-existing, the removal and disposal of old countertops when applicable needs to be complete prior to template.

CABINETRY & WALLS - All cabinetry new or modified must be 100% completely installed, and in its final and finished permanent position. This includes upper cabinets, base cabinets, end panels, and any other carpentry pertinent to the area where the stone is being installed. Doors and Drawers must be installed. Cabinet's front edge should be set straight and level within ⅛-inch over 8 linear feet in all directions. Cabinet to cabinet joints need to be level within 1/32-inch. Drywall adjacent to counters' edge is straight within ⅛-inch over 8 linear feet in all directions. Walls surfaces to support vertical applications need to be plumb and flat within ⅛-inch over 8 linear feet in all directions. If we detect any problem with the cabinetry or walls, we will bring it to someone's attention and we will reschedule the appointment.

ACCESSORIES - All *SINKS, stoves, cooktops, faucets, soap dispensers, and any other accessory pertinent to the installation of the countertops must be on location in the room of installation during the template. Granite Top Inc will not fabricate any cutout from the manufacturer's specifications without having the physical accessory in hand.

> *SINKS CONTINUED: Farm sinks must be set, level, and installed permanently in place for us to template.

FINISH DETAILS – Standard flat eased edge is our included edge default. Countertop dimensions will include 1.5-inch standard overhang from cabinet face edge on each front, and 1-inch on each open side with exposed corners rounded to ½-inch unless otherwise specified or recommended differently at time of template. Seating overhangs and backsplash heights are client provided. Sinks will receive a 1/8" negative reveal for kitchen sinks, and 3/16" for vanity sinks unless otherwise specified. If desired, please enquire on additional standard tolerance or further specifications at time of template.

Once the template is made, photographs of the job site are taken and markings indicating the placement of cabinets are made. The cabinets CAN NOT be moved, altered, or adjusted after we template.

No adjacent work or finishes are to be performed or installed after template and prior to countertop surface installation. This includes but is not limited to: sheetrock, plaster, wall compounds, backerboard, tile, trim work, carpentry, lighting, wiring, etc.

We do not allow any changes to be made to your project once the template appointment has been completed.

A trip charge will apply for every unprepared or incomplete visit of $250.

PRODUCTION AND TIMETABLE:

LAYOUT APPROVAL AND TURN TIMES - When details require verification, we will send you a detailed shop drawing of your project. This may also include a photo layout in your selected material. This step is not used to require your confirmation of our finite dimensions, but rather to confirm that we have the material selection and finishes correct, that all the areas are accounted for, and additional macro details of your project have been captured. We will ask you to approve: seams, overhangs, radius, sink placement, sink models, faucet locations, cooktop locations, edge details, seating overhangs, backsplash

details, etc. Any additional special instructions needed for us to properly install the job will also be written on this drawing. We require this drawing and layout to be signed and returned to us within 24 hours. Your project's installation will not progress to fabrication or be scheduled until this layout is approved and signed. FAILURE TO RESPOND QUICKLY TO THIS LAYOUT WILL RESULT IN PROJECT DELAY.

Standard Timetables:

- 2-3 business days from the time of the template to produce the layout and shop drawing.
- 10-14 business days from final approval to installation.
    - Turnaround is dictated by project complexity and current workload.
    - Granite Top Inc does not guarantee any turnaround time.

If the job is canceled after material fabrication, the total amount of the job is due.

INSTALLATION:

Congratulations on the completion of your project. We require a decision maker present onsite for the installation and to review and sign-off on the day's work. Please contact us within 3 business days with any questions or concerns that arise.

DEMOLITION - If we are removing your existing countertops, please have your countertops cleared bald. Any desired sink, faucet, adjacent fixture or trim should be removed if wanting to salvage. The act of demolition will create damage.

PLUMBING and APPLIANCES - Must be disconnected in advance, and appliances moved out of the area. Additionally, we require a 24-hour curing period after installation before the plumbing can be re-connected. Granite Top Inc does not disconnect or re-connect plumbing, faucets, and gas appliances.

HANDLING - Stone products are very heavy, and we require a clear and obstacle-free path to the installation site inclusive of parking, walkup, and walkthrough areas. For the safety of those present, we require all pets, people, and especially children to vacate the work areas. We will protect flooring surfaces with drop cloths. Any further precautions in dust or surface protection, with plastic covering, plywood, or similar products is the responsibility and discretion of the project owners. We assume no responsibility for unprotected floors. Stone products are large, heavy, unforgiving, and awkward to tilt or slide. This can lead to minor and incidental damage. This is to be expected in the course of construction. Damage to walls and cabinets can occur. Protection in the form of stretch plastic coatings is the responsibility and discretion of the project owner. Granite Top Inc assumes no responsibility for finished and/or painted surfaces on the job site.

CAULKING - Installers will caulk interfaces with adjacent surfaces with paintable white, clear, or translucent caulking.

SEAMS - Placement of seams is solely at the discretion of Granite Top Inc, ensuring seams are placed in the optimal locations for structural integrity and aesthetic appeal. Seams will be discussed at the time of template and finalized during engineering. Seams will be visible to the eye and tactile to touch. Due to the unique characteristics of natural stone, quartz, and porcelain surfaces, it is not possible to guarantee a match in color, veining, or finish when seaming two pieces together. Additionally, stone slabs may contain some bowing, warping, and slight changes in thickness. In some instances, seams may not be level across their entire length.

FINISH - Countertop stone, quartz, and porcelain surfaces are composed of natural materials and are subject to variations in color, background shading, veining, and patterning. Variances in the appearance of stone can exist between the sample you may have viewed in the selection process and the actual material used on your project. Such naturally occurring variations are to be expected and are not considered defects.

SEALING - All natural stone is sealed after installation. Annual sealing is recommended to enhance stain resistance, and such sealers may be readily purchased from home improvement centers.

STONE SALVAGE - The only stone materials provided will be the fabricated items in the contract. Any unfinished salvage material is subject to disposal or repurpose by Granite Top Inc. Unfinished salvage will not be distributed to support both warranty of the material and release of liability to the fabricator.

If the site is not ready for installation when the installers arrive, your installation will be rescheduled. A trip charge of $250 will apply for every unprepared or incomplete visit.

PAYMENT TERMS:

Unless otherwise agreed payment terms are as follows:

A payment of 70% of the contract or material price whichever is greater, along with a signed contract is required to allocate and/or purchase material for the project.

Orders under $2,000 require payment in full.

Granite Top Inc will bill for the work in place no later than 3 business days past installation date whether the Job Completion Form is signed or not.

The balance is due upon completion of the project. If we are unable to complete any phase of the project because of delays due to other trades or circumstances, we may consider the project complete and bill the final invoice.

For projects with multiple phases or areas, we may bill individual areas as they are complete.

Penalty for Non-Payment: Any contract unpaid for whatever reason will result in a mechanic's Lien on the property where the work was completed. Any legal fees accrued as a result will be added to the remaining balance. Long outstanding receivables will be sold to an outside collection agency.

LIMITED WARRANTY:

GRANITE TOP INC LLC LIMITED WARRANTY of INSTALLATION SERVICES in relation to NATURAL STONE, ENGINEERED QUARTZ and PORCELAIN SURFACES.

Natural, Engineered Stone, and Porcelains (including but not limited to granite, marble, onyx, travertine, quartzite, quartz, Dekton, etc.) is hereafter referred to as "stone" products, come with a one (1) year INSTALLATION LABOR WARRANTY from date of installation. No warranty of any kind covering any stone material is implied or expressed. We do not warranty products for clarity of color, matching of dye lots, resistance to staining, etching, scorching, damage, or any other material feature or benefit implied by the

manufacturer. Please see manufacturers' warranties for further information on their product's independent warranty coverage. Natural commodity products, remnants, and sundries supplied may be sold AS IS and without a material warranty. Installation services performed by Granite top Inc includes setting and attaching the stone surfaces, supplied sundries, and sinks when applicable by contract. Any claims under this warranty must be submitted within the first year, represent work paid in full, and evidenced by proper documentation submitted to Granite Top Inc. THE MAXIMUM LIABILITY TO GRANITE TOP INC SHALL NOT EXCEED THE PRICE OF THE PROJECT PAID. In the event of a refund(s), all claims will be deemed waived, and GRANITE TOP INC will have no further liability of any kind.

Granite Top Inc is not responsible for warranty claims that are attributed to incidental damage in the natural course of construction, or caused by damage post installation, and/or originating from adjacent trades on site. Adjacent trades such as cabinetry, drywalling, plumbing, electrical, carpentry, appliance installers, etc. have responsibilities for their tools, workmanship, and materials which impact your finished surfaces and the services supplied by Granite Top Inc. Countertops utilized as worksurfaces by other trades during construction voids both your material and service warranty. The signature of our Job Completion Form validates the satisfactory condition of services and materials on our departure.

Tolerances for dimensions such as length, depth, overhang, centerline, etc. can vary slightly from design specifications. Variances outside of industry standards measuring 1/8" or less are not covered under this warranty. Additionally, settling of floors, sub-structures, and cabinets can result in misalignment of installed products over time including opening of seams, joints, and gaps, none of which are covered by this warranty. A subsequent repaired seam is more conspicuous than the original.

No fabricator, installer, dealer, agent, or employee of Granite Top Inc has authority to modify the obligations or limitations of this warranty. We reserve the right to revise and amend this document at any time.

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Customer Signature Date