



*Finch's*  
*Bespoke Surfaces*

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IMPORTERS & FABRICATORS IN GRANITE - QUARTZ - MARBLE - SLATE - STONE

## Template & Fitting

## Terms & Conditions

In order for us to process and manufacture projects as efficiently and accurately as possible, it is essential the following points are addressed and if needed then carried out prior to us templating on site.

### General Information

1) We **insist** that you or a trusted representative be present during templating to agree all relevant details such as overhang, joints and height of splash backs ect. Advice can also be given at this point with regard to any alterations and/or additional work that would need to be carried out before the new worktops can be fitted.

**In the event that a you or a trusted representative is not present we will use our best endeavors to template but take no responsibility whatsoever for any misinterpretations.**

2) Unless specified, we reserve the right to use our own judgment regarding all overhangs

( standard 20mm +/- 3mm ) but accept no responsibility if these are later found to be unacceptable.

3) Granite & quartz worktops standard thickness is 30mm (+/- 2mm)

4) Granite & quartz splash-backs standard thickness is 20mm (+/- 2mm)

5) 95% of all work that would require cutting and polishing would be completed at our factory to minimize dust, dirt and untidiness at the customers house. Some instances of grinding, cutting and polishing the granite / quartz at the customers house are unavoidable. Our fitters will make every effort to keep this to a minimum and clean up after themselves but customers should be prepared for this and instruct the fitters where they are able to complete this work if necessary (ie garage, driveway, patio or back garden).

### Splashbacks / Upstands/ Hob Splashbacks

1) Where splashbacks / upstands are to be fitted we can take no responsibility for the curvature & alignment of the walls. Granite and quartz will not bend therefore there may be gaps behind the splash-backs when fitted. These gaps can easily be filled with painters cork but as we are not painters & decorators and take no responsibility for filling these gaps.

2) Where full height splash backs between worktops and cupboards or hob splash back between worktops and extractor unit are required we are unable to make these fit with no gaps. A certain amount of tolerance is required to fit these items as to avoid damage to the underside of the cupboard or extractor unit. Tolerance for cupboards is usually around 4-5mm and anything up to 60mm for extractor units with curved glass. This is needed to avoid damage to the glass due to any heat expansion. Too tight a fit may crack the glass. Our fitters will try to keep any gaps at the bare minimum to ensure the best fit possible.

## **Kitchen Units & Worktops**

- 1) All surfaces/carcasses to be templated must be complete, flat and level. The final level of the worktops can only be as good as the level of the units supporting them.
- 2) All units that are to have granite fitted to them must be well constructed, fixed together and be fully fitted. This includes end panels or other additions to the main units.
- 3) We accept no liability for problems caused by additions or alterations to the furniture or appliances ect. after the template stage has taken place.
- 4) Any alterations made by either yourself, kitchen company or fitters after the templates have been made must be amended by you, in person at our factory. We will not accept any alterations given verbally over the phone. You can however fax us your changes for review but you still may need to approve these in person at our factory. If this is not possible we can make arrangements for our fitters to re-visit but this will be at an extra cost to you and may delay your fitting date.
- 5) If replacing existing worktops they must be removed before our arrival to make your templates. This allows the carcasses to be viewed, assessed and advice can then be given if any additional work needs to be carried out before the new worktops could be fixed. We can offer removal of worktops as an extra service so please contact us for prices.
- 6) Any units to be fitted directly on top of the worktops must be fitted after the worktops (recommended) or on adjustable wall brackets to give adequate clearance. It is not acceptable to leave a gap and expect to slide the worktops under.
- 7) If any walls around the worktops are to be plastered or altered in any way they must be done either before templating or after fitting the worktops.

## **Gas or Electric Hobs**

- 1) Gas or electric hobs must be disconnected but available on site on both the template date and fitting date. We have neither the tools, skill set or in some cases required qualifications (such as corgi- gas or electrical NIC or other approved governing body) to undertake any plumbing, gas, electrical, plastering or carpentry work. If you do need the services of any of these trades we will happily give you contact numbers of trained professionals that we recommend. We will also co-ordinate our services with them on your behalf.
- 2) Recessed / flush fitting hobs will be charged at an extra rate to a standard hob cut out. The fitter must be given the booklet / cutting sizes that are required for this make and model. This booklet should be in the box with your hob. We will only use the dimensions given in this booklet unless otherwise instructed by you. We will also need to have your flush fitting hob here at our factory when it is due to be fabricated to ensure a perfect fit. Tolerances given by the manufacturer of around 2-3mm for hobs made with glass are common. This is needed to avoid damage to the glass due to any heat expansion. Too tight a fit may crack the glass.
- 3) We do not include fitting / securing of any hob either gas or electric.

## Sinks

- 1) Belfast/butler sinks must be fixed in position before we can template. When we return to fit your worktops you should make your own arrangements to fix the taps in position as these can be very hard to reach after the granite is fitted. In some cases joints may be needed behind the sink to enable the tap to be fitted if it is impossible to reach it from under the sink unit.
- 2) Under-mounted sinks must be on site at the template stage. If we are templating and fitting your worktops we will fit any stainless steel under-mounted sink at the fitting stage. This will be bonded to the granite / quartz from the underside using either granite resin glue and securing tiles/ blocks or fixing clamps. The choice of method is down to whatever the fitter deems suitable. The bond under the sink should last for many years but there is only a limited 12 month guarantee against any failure of this resin bond. Silicone is used to create a watertight seal from the under sink rim to the granite. We cannot guarantee this seal outside of our limited 12 month guarantee.
- 3) We strongly suggest that a small shelf is attached under any sink / waste disposal unit after fitting to take any excess weight. You would need to speak to your kitchen company/fitter or a local joiner to make & fit this for you.
- 4) If you would like an alternative way for the sinks to be attached to the granite you may provide a sub top on your unit that is cut out to the size of the sink with an 8mm tolerance for the sink to move forward & backwards and side to side. Our fitter (or call our office) will be able to give you more information/ advice on this at the template stage.
- 5) Under-mounted sinks that are heavy such as pot or ceramic sinks cannot be bonded onto the granite in the same way as lighter stainless steel sinks. It is the customers / kitchen supplier/ kitchen fitters responsibility to fix a shelf to mount the sinks on before templates are made.

## Taps

- 1) We do not include fitting of the tap/s in your price for either the worktops or template & fitting.
- 2) We are unable to undertake any plumbing work of any kind but we can give you telephone numbers of reputable professional plumbers if needed.
- 3) Any taps must be disconnected but available on site.
- 4) It is your responsibility to give us all the information on unusual taps/ tap hole sizes. If the tap is any different to standard sizes you should have information / booklet that came with the tap. This must be given to the fitter at the template stage.
- 5) If you neglect to tell us of a tap hole that is needed at the template stage this can be cut on site by the fitters when fitting. This process is not without risk and neither Finch's stone & marble or our fitters will take responsibility for any damage that occurs. The risk of damage is rare but it can happen if the drill snatches/ snags on the granite. There will also be a charge payable to the fitters for this service. Please speak to your fitter for rates.

**If any of the above conditions are not met, we will use our best endeavors to template but take no responsibility whatsoever for any misinterpretations.**

## **Customer Supplied - Templates**

- 1) Where templates are supplied to us by you they must be to actual finished size.
- 2) All requirements must be clearly marked on the template including edges to be polished ,position of tap holes ,splash backs with correct polished edges ect.
- 3) All joint positions must be clearly marked “GRANITE JOINT” (material constraints permitting).
- 4) All internal cut-outs (hobs, sinks and hand wash basins ect) must be cut out accurately and separate templates from the manufacturer supplied.
- 5) All templates must be numbered i.e. 1 of 7 2 of 7 ect.

If you are unsure of any of the above conditions or need further help and advice with a problem not mentioned our fitters will be happy to discuss them with you and give the correct advice at the template stage.

## **Fitting Conditions**

- 1) If any sink, tap or hob has been reconnected after templating they must be disconnected and removed. We have neither the tools, skill set or in some cases required qualifications (such as corgi- gas or electrical NIC or other approved governing body) to undertake any plumbing, gas, electrical, plastering or carpentry work. If you do need the services of any of these trades we will happily give you contact numbers of trained professionals that we recommend. We will also co-ordinate our services with them on your behalf.
- 2) All electrical, gas and sink fittings to be removed by you or your kitchen fitting company if they interfere in any way with the installation of the new worktops.
- 3) Tiling in areas around the worktops must take place after fixing the worktops.
- 4) In the event of plasterwork ect. Being disturbed during fixing, all making good and subsequent cost to be the clients responsibility.
- 5) We have neither the tools nor the skills to undertake any plumbing, gas, electrical, plastering or carpentry work.
- 6) Standing on the finished worktops is to be avoided at all costs. If this happened they may either break or become scratched.
- 7) All work surface levels will follow unit levels.
- 8) Upon completion of fitting you or your representative will be asked to sign a satisfaction note to say that you accept the workmanship and quality of your granite surface and that they meet your requirements. This satisfaction note must be signed or reasons given so the fitter can rectify the situation immediately and the satisfaction note can be signed. This does not affect your statutory rights

**If you have any further questions or problems please feel free to call us on 01257 253069 or email us at [info@finchgranite.com](mailto:info@finchgranite.com) . We are here waiting for your call and only too happy to help. You can also find more information on our website and in the FAQ section [www.finchgranite.com](http://www.finchgranite.com)**