

# Merl's Countertop Process

Below are some helpful notes about the Merl's Countertops process. If you have any questions or concerns about your countertop project at any point during the process, please call us immediately at 864-446-2154.



## Step 1: Measure and Template

A Merl's measuring specialist will visit your home or business to create a field measure and/or template (footprint) of your countertop space. During this visit the specialist will also review the details of your project and discuss any special installation requirements. Your new countertop will be custom made to these specifications.

### The Measuring Specialist will:

- ◆ Measure your existing countertop and create a field template
  - ◆ Determine if your cabinets will support the new countertop surface
  - ◆ Have you sign documents approving the countertop specifications, edge detail, sink selection and backsplash.
- Be prepared for the measurement and templating appointment:
- ◆ All cabinetry and end panels must be completely installed (set & level).
  - ◆ Cabinets must be structurally sound, level and secured to the wall and/or floor.
  - ◆ If measuring over existing counters, please have the counters completely clear
  - ◆ All items to be installed/mounted on or adjacent to the new countertop must be present - sinks, faucets, appliances, cooktops, soap dispensers, etc.

## Step 2: Project Review

Once the field template has been completed, the final order will be adjusted for any changes to the initial estimate. If, during the review process, any changes are discovered that will impact the cost of the project, your sales associate will contact you.

**Please be aware that:**

- ◆ Payment of any balance due is necessary to schedule installation
- ◆ Once your order has been processed, fabrication can begin and further changes to countertop specifications cannot be accepted.
- ◆ During fabrication, your new countertops will be custom made based on the specifications created during the template appointment, and no changes can be made once production begins.

## Step 3: Installation

The Merl's installation crew will arrive and install the countertop. Upon completion, the crew will remove all installation-related debris and leave the site in a neat, clean condition.

**Be prepared for the countertop installation:**

- ◆ Remove all loose items from the job site including rugs, plants, pet dishes, trashcans and other items that could be in the way
- ◆ Keep children and pets out of the construction area
- ◆ Make installation crew aware of any special arrangements, scheduling requirements or additional needs