

# FAQ



The Master's Touch Stoneworks has a large variety of natural and manufactured stones. Natural stones are kept in stock here at our facilities. These materials mainly imported from Italy or Brazil. There are some North American stones that are suitable for countertop application, please ask for more information. Manufactured materials, such as quartz, samples can be found in our state of the art showroom. These products are made all over the world and imported here to the USA. Some companies, such as Cambria, are solely based in the United States.

Our company takes pride in our materials and only offer the best quality stones for your home.

## Materials

## Stone Variations

Natural stone and quartz are a product of nature and is therefore subject to all its inherent to variations. Although quartz is a man made product, it may change over time due to everyday use. MTS is NOT responsible for change in the stone post install.

All natural stones in stock are sold by the square foot. This price includes templating, labor and fabrication at our shop, installation in your home, a 15 year sealer and one of our three standard edges. A standard 4" backsplash is typically included in this price unless otherwise noted. Quartz and other special order material require a 25SF Minimum project to be sold by the square foot. Quartz footage prices includes template, labor and fabrication at our shop, installation, but NO sealer because it is not necessary for such materials.

## Square Foot Price

## Estimates

After field measurements, estimated square footage is subject to change and may therefore alter total cost.

## Template

The Master's Touch Stoneworks can typically schedule a template within a week of contact to schedule. This will include a drawing and/or a wood template of the project area. Countertops do NOT have to be removed for templating (you will have a functioning kitchen until time of installation), however, these areas will still need to pass all the templating checklist guidelines. Unfortunately, there are some cases where the tops or sinks have to be removed for fabrication. Typically one trip is made for templating, extra visits due to unpreparedness, may result in trip charges and or delay in installation date. Template MUST be completed before installation, and cannot happen until cabinets are completely ready for new tops.

## Sinks/Faucets

We are now proud dealers of MOEN and DELTA faucets. MTS carries a large variety of stainless steel, quartz, and stone sinks. All of our sinks/faucets come with a limited warranty through the manufacturer. MTS will provide you with information necessary for replacement parts or questions. Packages and accessories are sold separately. A detailed list of all our providers can be found on our website.

## Sink Labor

Undermount sink labor includes the cutting and fabrication of your countertop to fit said sink, fiberglass rods that are inserted into the stone at the front and the back of the sink cutout to give the stone extra support, and mounting using clips rather than just silicone. MTS takes extra precautions in sink fabrication and installation to allow you to fully trust your kitchen fixtures. New appliances, such as dishwashers, can be mounted to cabinets but not to stone. Unless requested, this is not a standard practice. Dishwasher brackets can be purchased through the company but will be the responsibility of the homeowner. Hole drilling for faucets, soap dispensers, push buttons, etc. are included in this price as well. Hole placement is completely customizable. Sink labor for topmount and vessel sinks vary, and will be described on your estimate/invoice.

## Edging

We have three standard edges that are included in the square foot price: straight, pencil, or bevel. Other, more ornate, edge options are available, but for an upgraded price. Check out our website for a full pictured list of edge options available.

## Takeout /Removal

Countertop removal is not included in the square foot price, but is an available option. Pricing depends on countertop surface and size. This additional cost will include removal of the countertops and disposal. Countertops will be taken off if not otherwise noted by the homeowner.

## Timeline

Overall project time line: around a month. Templates can be scheduled within a week on contact, installation is about 2-3 weeks from that date. Installation typically takes one day, and plumbing can be connected immediately (due to our use of clips in sink mounting).

## Plumbing

Plumbing is the only aspect of the project that is outside of our company. The Master's Touch Stoneworks is NOT licensed to perform any plumbing, gas, or electrical work. This includes but is not limited to the RECONNECTION of plumbing after tops are installed.

## Warranty

Natural stones are sealed with a 15 year sealer. Quartz products have warranties ranging from 10 years to lifetime depending on the manufacturing company. Sinks and faucets all come with warranty through the manufacturing company, and it is up to the homeowner to register their products after installation. Quartz Remnants and quick sale materials do not come with warranties.

## Payment

Before each project begins, a 60% deposit is required. This payment can be paid by check or through our online payment system. Any credit card transaction will be charged a 3.4% service fee added to the final invoice. Final payment is due with in 5 business days of installation. Failure to do so may result in a 5% fee.