

Terms & Conditions

Lyons Marble is fully licensed, bonded and insured. We take full responsibility for the safe handling of your project material.

Estimates:

Our estimate is based on the measurements provided by either the client or the contractor. After we template & check against dimensions we were given, prices are subject to change to our recorded measurements. The price received includes one trip for templating and one trip for installation. Additional trips can be completed at an additional trip charge of \$150 for each additional trip.

Scheduling:

Before we can start the scheduling process, all details must be confirmed, including but not limited to product, color, edge detail(s), sink option(s) and backsplash option(s). Material pictures or samples are never 100% accurate due to lighting and coloration of natural stones. Lyons Marble always recommends seeing the stone in person when possible. All details must be confirmed prior to scheduling a template. Clients should be on site at time of final template to confirm all information in writing. Otherwise all measurements and additional details, such as but not limited to: overhang, cooktop and sink centerlines, backsplash, will be standard. If you wish to meet with a member of our fabrication team outside of the scheduled template, an additional charge of \$150 will apply.

All items purchased outside of Lyons Marble Inc. including but not limited to sinks, freestanding range, slide in range, down draft and/or cook tops must be on site at time of template. All cabinets receiving countertops must be permanently installed, set, level and properly secured to the wall and/or floor and no adjustments are to be made after the completion of a template. Lyons Marble Inc. recommends that no adjustments be made after the completion of the template. If cabinets are adjusted after the completion of a template, a secondary template must be completed at an additional trip charge.

If your project is an existing kitchen or remodel and your existing countertops cannot be removed before your scheduled template, the countertops must be cleared off and no fixtures, dishes, décor, etc. are to be left on the existing countertop. By choosing to template over an existing countertop, you are acknowledging that you understand the possibility for unnecessary gapping and acknowledge that Lyons Marble Inc. cannot be held responsible for said possible gapping.

Should the client choose for Lyons Marble Inc. to complete a tear out service. Lyons Marble Inc. cannot be held responsible for any patchwork that may be required after the tear out of your old countertop, including but not limited to wallpaper, tile, grout, spackle, trim, mirrors, etc. Lyons Marble Inc. cannot accept any responsibility for the integrity of the cabinets or any knee walls after removal of the old countertops. Should Lyons Marble Inc. determine that there is an issue with your cabinets, the determination, if possible, will be made at the time of template. Lyons Marble Inc. reserves the right to reschedule your template and/or installation until proper adjustments have been made, with a trip charge added to the invoice for the wasted trip. Lyons Marble Inc. will do our utmost diligence to protect and leave your property undamaged.

Fabrication:

Some materials have variations and movement. Lyons Marble Inc. suggests that the customer select their individual slabs, and complete a layout on any directional stones (stones with movement). ~~All layouts are required to be completed the next business day after template.~~ This gives the customer the opportunity to choose the quadrant of the stone and to discuss seam placement with our fabrication team. If the homeowner chooses to waive the right to a layout, the home owner therefore accepts the direction and color of the stone as well as the seam placement, as is. Countertops have a standard 1 1/2 overhang. This is enough to cover and hide any imperfection on the cabinet base. Small variances on overhang along edges are considered normal and should be expected. The client understands that it is normal for natural stone and quartz tops to have visible seams to the eye and the touch. Seams are not invisible. All seams are completed within stone industry standards and Lyons Marble Inc. reserves the right for final decision of the seam.

Installation:

Lyons Marble Inc. will contact you once fabrication is completed to schedule your installation date. Cabinets must be ready to accept the countertop installation. All faucets and other accessories requiring a hole to be drilled into the countertop must be on site at time of installation. Our installation crew will attach an under mount sink and/or test fit your drop in sink and/or cook top stove. Lyons Marble Inc. does not install or provide your cooktop stove, support brackets for Overhangs larger than 12", sink drains, etc. This is the responsibility of the client or their contractor.

Lyons Marble Inc. will use precautions during the installation. However, due to the weight, bulkiness, and dimensions of the products, we cannot take responsibility for small damages to surrounding walls, floors, stairs or any other type of flooring and other adjacent materials. Therefore, we recommend that no final wall finishes or surroundings be installed until all countertops are installed. Dust comes naturally with the installation of Natural stone, especially when cutouts are done in place. Customers must cover all areas and/or objects that may be affected by dust or remove such items. This is the sole responsibility of the Buyer. Lyons Marble Inc. will not be liable for any clean up beyond the products being installed.

Lyons Marble Inc. is not responsible for moving any major appliance(s). If appliance(s) cannot be moved before the installation date, a seam can be/will be added for installation purposes. Lyons Marble Inc. cannot be held responsible for any damages caused by moving any appliances. Lyons Marble Inc. does not offer plumbing, electrical work, tile, etc. We ask that you do not schedule any other trades such as plumbing, electrical work, floor preparation, etc. on the same day that Lyons Marble Inc. is scheduled to be in your home. Should there be other trades scheduled at the same time as our services, we reserve the right to reschedule your installation. Lyons Marble Inc. does not mount or recommend mounting a dishwasher to the countertops.

