



Congratulations on selecting natural stone and/or quartz for your home! We are excited to share some helpful information on what you can expect from your new highly durable and beautiful hard surfaces.

### **NATURAL STONE**

Granite, quartzite, and marble are some of the more common natural stones we use. These materials are made by Mother Nature and have variations in color, texture, veining, and patterns making each slab unique. Natural stone also has inherent features like pits and fissures. As stated by the Natural Stone Institute, these attributes are not considered defects or flaws. Though granite and quartzite are scratch and heat-resistant, we recommend that you use cutting boards and trivets to help keep your surfaces looking new. Natural stone is stain-resistant but should be sealed to help reduce the chance of staining. We apply a 15-year sealer to all of our natural stone products. More detailed information about natural stone characteristics can be found on our website [Ainteriors.net](http://Ainteriors.net).

### **QUARTZ**

Engineered stone or quartz, not to be confused with natural quartzite, is a manufactured, man-made product. Quartz contains about 90% mineral quartz bonded with resin binders, color pigment, and other ingredients. These elements are then made into various patterns resembling the look of natural stone. Due to this process, there will be inherent characteristics that are to be expected. Although colors may be more consistent than natural stone, color variance is an innate attribute of quartz. In addition, small blotches, pooling, or random distribution of particulates are intrinsically part of the production process and are not considered defects, flaws, or product nonconformity. These aspects do not affect the performance or durability of the surface and do not warrant replacement. Quartz is scratch-resistant, but not scratch-proof, so cutting boards are highly recommended. Though quartz is heat-resistant, it can be susceptible to thermal shock and should not be exposed to extreme cold or heat. Trivets must be used for any hot pots, pans, crock pots, and other heat-generating items. Quartz is a stain-resistant, but not stain-proof, non-porous material, so it does not need to be sealed. Each quartz manufacturer carries a warranty on their specific material. If there is an issue with your quartz that is covered under warranty, some manufacturers provide replacement material only. In those cases, Ai will charge for fabrication, installation, and any other labor required. Please refer to your stone's specific warranty for exact coverage and exclusions. These warranties, care & maintenance guides for your specific quartz, and more detailed information about engineered stone characteristics can be found on our website [Ainteriors.net](http://Ainteriors.net).

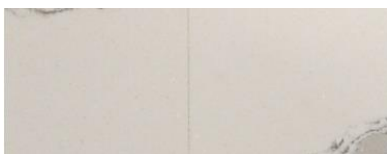
### **INSTALLATION**

The installation of both natural and engineered stone is very similar. Some natural stones are more fragile than quartz which may slightly affect seam placement to prevent potential breakage during production and installation.

### **SEAMS**

Seams are placed in the best location for structural integrity, material usage, and visual aesthetics. A good seam should be inconspicuous, but won't be invisible. Industry-standard seams should be fairly unnoticeable from six feet away. The allowable width of a seam is 1/8<sup>th</sup> of an inch, though we strive to make the seams as tight as possible. Unevenness at the seam, or lippage, is the result of unlevel cabinets, variation in the slab thickness, and/or bowed or warped material. Industry-standard lippage is 1/32<sup>nd</sup> of an inch for every 12" of seam. We attempt to make the seams as even as possible, but some minor lippage may be unavoidable and may be noticeable. Material with a textured finish makes achieving a perfect seam nearly impossible. You can expect to see and feel the difference between the pieces being seamed together. The lippage on a textured finish can be more than the thickness of a business card where the textures of the seamed pieces don't align.

### **SEAM EXAMPLES**



**ACCEPTABLE SEAM**



**PERFECT SEAM**

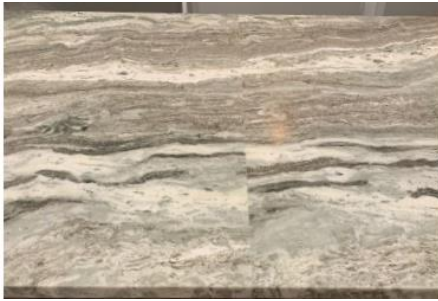


**TEXTURED SEAM**

**VEINING/PATTERN**

Large veins and patterns running through a surface can provide a dramatic visual effect. However, materials with these features make perfectly matching the design across seams and from countertops to backsplashes almost impossible. Materials with high movement and active veining may result in a vein that stops at a seam. One limitation is what is attainable without using an abundant amount of material. We price our jobs using sufficient material to have all the veining flow in the same direction, minimal seams, and a reasonable amount of waste. Other factors that impact the layout are slab restrictions, inconsistent slab veining or movement, and material overlap (such as with backsplash).

**VEINING/PATTERN EXAMPLES**



**BACKSPLASH**

We attempt to align the backsplash with the deck as close as possible, but often we're unable to get the veins to line up perfectly. The main factor is the material overlap that occurs when the backsplash is installed on the deck. Additionally, some material is removed from all edges of the pieces during fabrication. This situation can also be caused by the backsplash not being cut directly next to the top due to material limitations.

**BACKSPLASH EXAMPLES**



*\* In some cases, we can improve the layout if we have additional material available. Please contact your builder/salesperson if this is a custom option you would like priced.*

**SAMPLES**

The samples used to make your color selection will not be identical in color to the slab(s) we used to produce your order, they are just a representation of the tone and pattern. Samples also do not show the concentration of quartz crystals, color pooling, or small pits that are likely present in some sections of the slab(s) that will be used to produce your order. We will not provide compensation to you if your order varies in color from the sample used to make your selection or if your order contains concentrations of crystal or color pooling that were not present in your sample.

By signing below, I understand and acknowledge the information provided and what I can expect from my new hard surfaces.

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Customer Signature

\_\_\_\_\_  
Date