

Customer Terms and Conditions

Effective date: October 26, 2026

1. Agreement and scope

Thank you for selecting Slab Shaper. These Customer Terms and Conditions, together with your approved quote, order, specifications, and final layout, describe the agreement for the products and work you purchase. Only work expressly included in your written quote is included. Installation, removal, flooring, plumbing, electrical, and other site work are not included merely because they are discussed in these terms.

A website form submission is a request for salesperson review, not final acceptance or a stock reservation. Final material size, selection, fabrication, finish, layout, and any seam location determine the confirmed price. Customer-supplied measurements may require price changes after professional templating. Placing a deposit signifies acceptance of the approved quote and these terms.

2. Price, deposit, and payment

We require a 50% deposit or the amount needed to cover special-order materials, whichever is greater, upon acceptance of the quote, unless a different arrangement is stated in the written quote. Tax, delivery outside the included area, and additional fabrication or services are confirmed by your salesperson.

Final payment is due on completion of the contracted work: at pickup or delivery for supply/fabrication-only orders, or on the final installation day where installation is included. A card on file may be charged for the approved balance only under the customer's payment authorization. No payment is taken by the current online confirmation-request form.

3. Review and final approval

Check material type and color, blank size, finished dimensions, finish, sink model and mounting type, faucet-hole count, centerlines, radii, corners, and edge style. Changes can be made during quoting and templating but cannot be made after final layout approval and production begins without a separately approved change and any resulting charge.

If you find a mistake, notify us so the final approval can be revised and resubmitted. Cut and seam locations, when applicable, are determined by fabrication requirements. Customer-requested layout or seam changes can change price and must be confirmed before cutting.

4. Measurements and the optional \$150 template

ALL MEASUREMENTS ARE THE RESPONSIBILITY OF THE PURCHASER unless you choose our professional template service. Have one of our professional template staff from Slab Shaper come to your location and template for \$150, to professionally measure and guarantee our measurements. Service is available throughout all delivery areas.

For professional templating, dimensions entered online are preliminary; fabrication uses our staff's approved measurements. We do not guarantee customer-supplied dimensions or changes made by the customer after our template. Report any changes to walls, cabinets, sinks, faucets, or site conditions before production.

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5. Blank dimensions, sink positions, and faucet holes

Face the front of the cabinet and choose LEFT or RIGHT as your single reference side, usually the wall side. Measure the total finished length and every sink and faucet centerline from that same finished edge. Do not mix sides or measure one sink from the other. Allow approximately 1.5 inches of overhang at a non-wall end where appropriate; do not count existing overhang twice.

Standard blanks are 51 or 110 inches long by 25.5 inches deep. Finished length cannot exceed the selected blank. Kitchen and laundry tops stay 25.5 inches deep; vanity tops are cut to 22.5 inches deep at no extra charge. Each blank includes 4-inch backsplash for the back, left, and right sides.

A maximum of two sinks is permitted. Kitchen sinks require 25.5-inch-deep tops; vanity sinks go in 22.5-inch-deep vanity tops. Position the faucet behind the center of its sink using the same centerline. Standard faucet holes are 1 3/8 inches in diameter; select zero holes if no faucet drilling is wanted. Provide sink and faucet specifications. Our team confirms fit, clearance, drilling, and compatibility before fabrication.

6. Material appearance, selection, and remnants

Natural stone may contain inherent fissures, pits, voids, and variation in color, shade, veining, texture, and thickness. These natural characteristics are not by themselves defects. Quartz is an engineered material and may also show batch, shade, and finish variation. Color matching at seams and an identical match to a sample or photograph are not guaranteed.

Slab selection is the customer's responsibility. View the actual material in person before fabrication when possible. Selecting exact areas of a slab may increase waste and cost and must be discussed before cutting. Finish suitability and the resulting appearance depend on the material.

Unless your written order provides otherwise, remnants and extra material become Slab Shaper property seven days after completion, delivery, or installation, as applicable, and may then be disposed of or sold.

7. Delivery, access, and scheduling

Delivery is free within 50 miles, measured in a straight line, of either DFW Airport or ZIP 76048, subject to address confirmation. Outside those areas, we calculate delivery and contact you by phone and email with pricing for approval. The \$150 professional template service is available throughout the delivery areas.

Provide safe access and disclose stairs, restricted access, unusual handling conditions, and changes in site readiness before scheduling. Sinks, faucets, cooktops, and other items needed for contracted fitting must be available as directed before the scheduled work. A \$175 additional-trip fee applies when another trip is required for a reason not caused by Slab Shaper.

8. Payment disputes and applicable rights

For overdue approved amounts, Slab Shaper may pursue remedies available under applicable law. Any lien, interest, court costs, filing fees, collection expenses, or attorney fees must be authorized by the agreement and applicable law or awarded by a court. Nothing in these terms waives rights that cannot legally be waived.

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9. Site conditions and work, when included in the quote

Hidden conditions beneath existing flooring or walls can require additional work and charges. Vinyl flooring removal may require asbestos testing. These provisions apply only when removal or related site work is included in your written quote. Additional scope and charges must be communicated for approval.

Cutting, fitting, removal, and installation can create dust, debris, odor, and noise. When onsite work is included, empty drawers and cabinets and protect belongings. Our crew performs normal sweeping and removal of our job trash, not whole-home dusting or final cleaning. Faucet or cooktop cuts are made onsite only when your approved project scope calls for it; blank drilling follows the approved fabrication layout.

Slab Shaper does not provide wall or cabinet leveling, trim, painting, or cabinetry work unless expressly included. Uneven walls and cabinets can cause gaps or uneven overhang. The customer must provide structurally suitable, level, secured supports. Discuss fit and tolerances before final approval.

10. Property protection and safety

Some ordinary, unavoidable disturbance to existing surfaces may occur during careful removal or installation. The customer is responsible for preexisting damage, concealed defects, and repair of surfaces outside the contracted scope. Slab Shaper remains responsible for direct damage caused by failure to use reasonable care.

Remove glass, mirrors, glass appliances, and other fragile items before work; use a qualified glass professional for fixed items when necessary. If an item cannot be removed, notify us beforehand. Keep customers, children, and pets away from the work area. Slabs are extremely heavy and may break during handling. Do not help move slabs; remove rugs and other trip hazards.

11. Plumbing, electrical, backsplash, and masonry

Plumbing and electrical work and their costs are outside scope unless specifically included. Where careful disconnection is agreed, old or corroded components may fail because of preexisting conditions; resulting repairs are the customer's responsibility. A referral to another tradesperson is not a warranty of that person's work.

Undermount sink setting, where included, is covered by Slab Shaper's one-year workmanship warranty. Any agreed cooktop disconnection or reconnection is limited to the approved scope and excludes gas lines. We do not vent devices or move electrical outlets. Qualified tradespeople must perform work requiring their expertise or authorization.

An existing backsplash may not align with a new countertop. Alignment, repair, or replacement is outside scope unless contracted. We remain responsible for direct damage caused by failure to use reasonable care. Outdoor stone-base gaps may need a masonry contractor; masonry and filling wide gaps with mortar are outside scope unless expressly included.

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12. Returns, cancellations, and rescheduling

Eligible returns are subject to a 25% restocking fee plus shipping. Some manufacturers do not accept returns. Check return eligibility before ordering. No ordinary change-of-mind returns are accepted after 30 days from the initial order date. These restrictions do not limit remedies for defects or rights that cannot legally be waived.

If you cancel after placing a deposit, you are responsible for costs already incurred, including professional templating if performed (\$150), materials purchased for your job, labor or fabrication completed, and other applicable expenses. Any processing fees must be disclosed and permitted by applicable law.

Slabs ordered and shipped to our facility and materials already cut for your custom order are not refundable for a change of mind. Customer changes to an installation date made fewer than five business days before the scheduled installation incur a \$175 rescheduling fee.

13. One-year limited warranty

Slab Shaper provides a ONE-YEAR limited warranty on products it supplies and work it performs for residential and commercial projects, including honing, polishing, leathering, brushing, fabrication, and contracted installation. The period begins on pickup, delivery, or completion of the applicable service. Any Slab Shaper seal warranty is also one year.

This warranty covers defects in supplied materials and workmanship attributable to Slab Shaper. Report a concern within the warranty period using the contact details below, with your order information, a description, and available photographs. Allow reasonable access for inspection. For a covered defect, Slab Shaper will provide an appropriate repair or replacement of the affected product or work.

Inherent material characteristics, normal wear, misuse, inadequate support, impact, heat or chemical damage, UV exposure, failure to follow care instructions, and changes or damage caused by others are not covered. Maintain sealers, caulking, and surfaces as directed. These exclusions do not excuse defective Slab Shaper workmanship.

For customer-supplied materials, the one-year warranty covers Slab Shaper's work, not preexisting defects, shortages, unsuitable material, ordinary fabrication waste, or the supplied material itself. Any separate manufacturer warranty is governed by that manufacturer's terms; this document does not shorten rights independently provided by a manufacturer or mandatory law.

14. Contact and customer acknowledgment

Slab Shaper | 300 Temple Hall Highway, Granbury, TX 76049

Phone: (469) 917-6700 | Email: info@slabshaper.com

Website: <https://www.slabshaper.com>

I approve the specified products, layout, and contracted work and acknowledge these Customer Terms and Conditions.

Name: _____ Order/quote: _____

Signature: _____ Date: _____