

MICHAEL PAUL'S NATURAL STONE

PRODUCT AND SERVICE INFORMATION

Please read this carefully. The information in this document will help answer many of your questions about the work MPNS will be doing on your project. Call us if you have any questions.

All natural stone is a product of the creative imagination of God and may contain various shading, fissure cracks, pits, color variations, etc. Natural stone comes from the mining of mountains. It is rock that is cut and polished. Because it is from the earth, it has natural flaws and inconsistencies. These are inherent to the stone. In simple terms, granite is formed in the earth from liquid, molten, flowing material cooling over many thousands of years. The colors, crystals, and movements are determined by the type of molten material, temperature change, earth shifting, time, and a host of other factors. Marble is the result of sediment over many thousands of years. Heat and pressure help to form marble.

In the cutting, fabrication, and installation process, Michael Paul's Natural Stone is committed to provide the customer with a final product that is both beautiful and structurally sound. With that said, the customer must keep in mind the above mentioned process as to how Natural Stone is formed in the earth. There may likely be fissure cracks, pits, color variations, etc, that may affect the look of the product. These are inherent to the stone and add to the character and uniqueness of each job. In some cases, the more exotic the stone (color variations, large crystals, etc.), the more unstable and fragile the product will be, while some colors (like Absolute Black) will be very dense and stable.

SEAMS/CAULKING: Good looking seams are a big deal to us at MPNS and we do our best to make them the best they can be. The layout of your cabinets and the type of stone you have selected determines how many and where seams will be located. While MPNS tries to have as few seams as possible, the integrity of the stone and installation are the first concern. *Please understand, you will likely be able to see the seams and feel the seams.* When two natural stone products are joined together, the seams will likely be seen and felt. Our commitment is that the seams will be as *flat and smooth and tight* as possible. We use a special machine to polish the edge of the seam which allows for an extremely tight fit, producing a near perfect seam. We also use special equipment to hold the seams in place while they are drying. The technology we use in the seaming process is state of the art and produces pretty incredible results. We do not under any circumstance seam in the middle of a sink.

If we are installing a solid backsplash, we do not caulk behind the splash against the sheet rock. That is the responsibility of the painter. We do however place a bead of clear silicone underneath the splash so that the water cannot run behind the stone.

DEMOLITION: If your job requires demolition, there are several things the customer needs to be aware of. Most cabinets were made not to be torn apart. MPNS will do our best to remove your old tops/back splash with the least amount of structural damage. Most cabinets have a plywood deck sitting on top of the cabinet base. These are usually easily removed. Other older cabinets may have the plywood deck behind the face frame (making it a structural part of the cabinet). These are more difficult to deal with. An appliance garage sitting on top of a counter top can sometimes cause difficulty in removing the counter top. If a formica or ceramic tile back splash is needing to be removed, more than likely there will be damage to the sheet rock when that removal happens. Sheet rock / wallpaper may be damaged that needs to be repaired or replaced. The amount of damage and price to repair the damage varies with each job. **MPNS will do our best to do minimal sheet rock / wallpaper damage, but if repairs are needed, that will be at the owner's expense.** Sometimes dishwasher hoses, faucet connections, and drain pipes are old and corroded and break during removal. Water control valves can leak. These *are not* the responsibility of MPNS to repair or replace. **In other words, there are often "hidden" variables in demolition that are out of our control. MPNS is not licensed to do either plumbing or electrical work.** Hooking up appliances and plumbing fixtures needs to be done by a qualified contractor.

If you are keeping your old faucets and drains, please remove these items before MPNS does the demolition to prevent any broken or missing parts.

Strainers are not supplied with the sinks purchased from MPNS. These may be purchased by the customer at a plumbing supply business.

Most dishwashers are secured to the bottom of the plywood counter top by two screws on the top side of the machine. The screws go directly into the plywood deck the old counter top is resting on. When the old decks are removed, there is no way to secure the dishwasher since there is no wood substructure under the granite. Since every cabinet is different, either in wood species (oak, ash, cypress, etc.), stain or paint color, MPNS does not take responsibility to make a new strip to replace the old "securing area". This is the responsibility of the customer. A strip of 1 x 4 can be purchased, painted or stained, and then cut and glued under the stone, in the right position to screw the dishwasher screws into place. The wood can be secured with silicone and clamped in place until dried.

When we come to do the demolition, you need to have everything removed from under all sinks and your cooktop. We need to have access to these areas to unhook the water and gas or electricity.

If you currently have a tile counter top or back splash that is going to be removed, we suggest that you remove all dishes and items in the cabinets so that debris from the demolition can more easily be cleaned after the demolition is complete. Tile removal is a bit messy and debris falls down onto the shelves under the counter top.

NON FLAT CABINETS: Cabinets need to be on a fairly flat plane in order for the stone to fit safely. Most cabinets only require a small amount of adjustment in order to make the surface ready for the stone. This is easily accomplished during the installation. On rare occasion cabinets need to be planed with an electric planer and sometimes cabinets need to be unsecured from the wall and remounted. Before any major adjustment needs to happen to safely install your stone, you the customer will be shown the problem and the needed solution. If major adjustment is needed there will be a charge to do the necessary repairs. If the cabinets need to be removed and reinstalled by someone other than MPNS personnel (we do not do this service), there will be a return trip charge for the second installation. **The safety of the stone is at stake and we will not under any circumstance install stone when the cabinets are not stable enough or are in a critically non flat situation to support the product.**

MIRRORS: MPNS requests customers to remove mirrors that are in the way of demolition. Most large vanity mirrors are installed directly on top of cultured marble or tiled back splashes. These mirrors can break during demolition. MPNS does not take responsibility for mirrors that break or fall, should the customer decide to leave them in place.

SELECTION OF REMNANTS: If you are selecting remnants from MPNS as part of your job, you will be saving money by doing so. The remnants are sold at a reduced rate to help you have more natural stone in your home (vanities, fireplaces, etc.) at an affordable price. Remnants are left over pieces from other jobs. Most of the time these pieces are in top quality condition, **but there are rare times some pieces may have minor scratches, stone imperfections, or cracks.** They have probably been moved around several times in the remnant rack and may have minor quality issues. As with full slabs, we do our best to provide the best quality and beauty for your selection, but please understand this when picking remnants.

ADDITIONAL INFORMATION: Michael Paul's Natural Stone is located at 15617 Airline Highway in Prairieville, LA 70769. Coming from Baton Rouge we are approximately 150 yards south of the Prairieville post office on the right.

ABOUT REMNANTS

Remnants are partial slabs left over from previous jobs. You can purchase remnants at a reduced price, but consider this in your planning. Most of the time the slabs are fine and in excellent condition. Sometimes the “best” part of the slab was used by the original customer. The more slabs are moved around, the more likely they can get scratched. MPNS will do everything to provide the best quality material for you, but when considering remnants, “What you see is what you get.”

Thanks.

CUSTOMER INFORMATION ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received and read the "Product and Service Information" document that was sent to me with my estimate.

Signed _____

Date _____

Please sign and return this form to MPNS with your deposit check. The information in the "Product and Service Information" document helps you to understand much of what will be happening when we come to do your project. It answers many of the questions you will have about demolition, fabrication, plumbing and other information. It is very helpful to you as we move through this project. Thank you so much for taking the time to read the helpful information. You do not need to return the "Product and Service Information" document.

This form may also be printed, signed and faxed to our office at 225-673-3187.

Thank you,
Michael Paul

Mailing address:

**Michael Paul's Natural Stone
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Baton Rouge, LA 70816**