



Thank you for choosing E-Stone Technology for your benchtop needs. Please see below for key information relating to our process:

1. On acceptance of your quote, a 50% deposit is required (with the balance due 3 days prior to installation). Bank account details are located at the bottom of our quote form.
2. Once your deposit has been received, a confirmation form will be sent to you via email which will need to be completed and returned to us.
3. Our operations coordinator will liaise to schedule a time for template (measure the cabinetry). All cabinetry must be complete in order to template.
4. All hobs, sinks, waste disposals and taps must be on site for our templater to measure.
5. Site access will be assessed to see if a hiab is required. Hiab will be an additional cost to job.
6. From the day of template, manufacturing will take **10-15** working days depending on job complexity.
7. Final payment is required in full prior to E-Stone confirming a time for installation.
8. The day before installation, our operations co-coordinator will confirm a time for the following day.
9. Clear access is required for our team on the day of installation.
10. Sink/s must be left for **24 hours** after fitting, for the silicon to cure, before your plumber can reconnect.

#### **Aftercare**

- For general cleaning please use warm water, mild detergent and a clean cloth. For heavier cleaning requirements please refer to the website of the stone manufacturer.
  - Cosentino (Silestone, Dekton & Sensa): <https://www.cosentino.com/en-nz/>
  - Caesarstone: <http://www.caesarstone.co.nz/>
  - Quantum Quartz: <https://www.wk.com.au/>
  - Trendstone: <http://trendstonenz.co.nz/>
- Do not place anything hot on your stone benchtop unless the product is specifically designed to withstand thermal shock, i.e., Porcelain products.
- Joints can separate over time with house movement or excessive weight/heat. This is a maintenance issue not covered by warranty, however, is easily repairable by a specialist company such as Lustre: [www.lustre.co.nz](http://www.lustre.co.nz)

#### **Other**

- All plumbing & electrical requirements must be organised by the homeowner. Our installation team will only glue in the sink/s.
- E-Stone Technology is purely the fabricator of the benchtop, not the stone product. Please refer to the stone manufacturer website for warranty information. Please note that Natural Stone does not have a warranty.

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