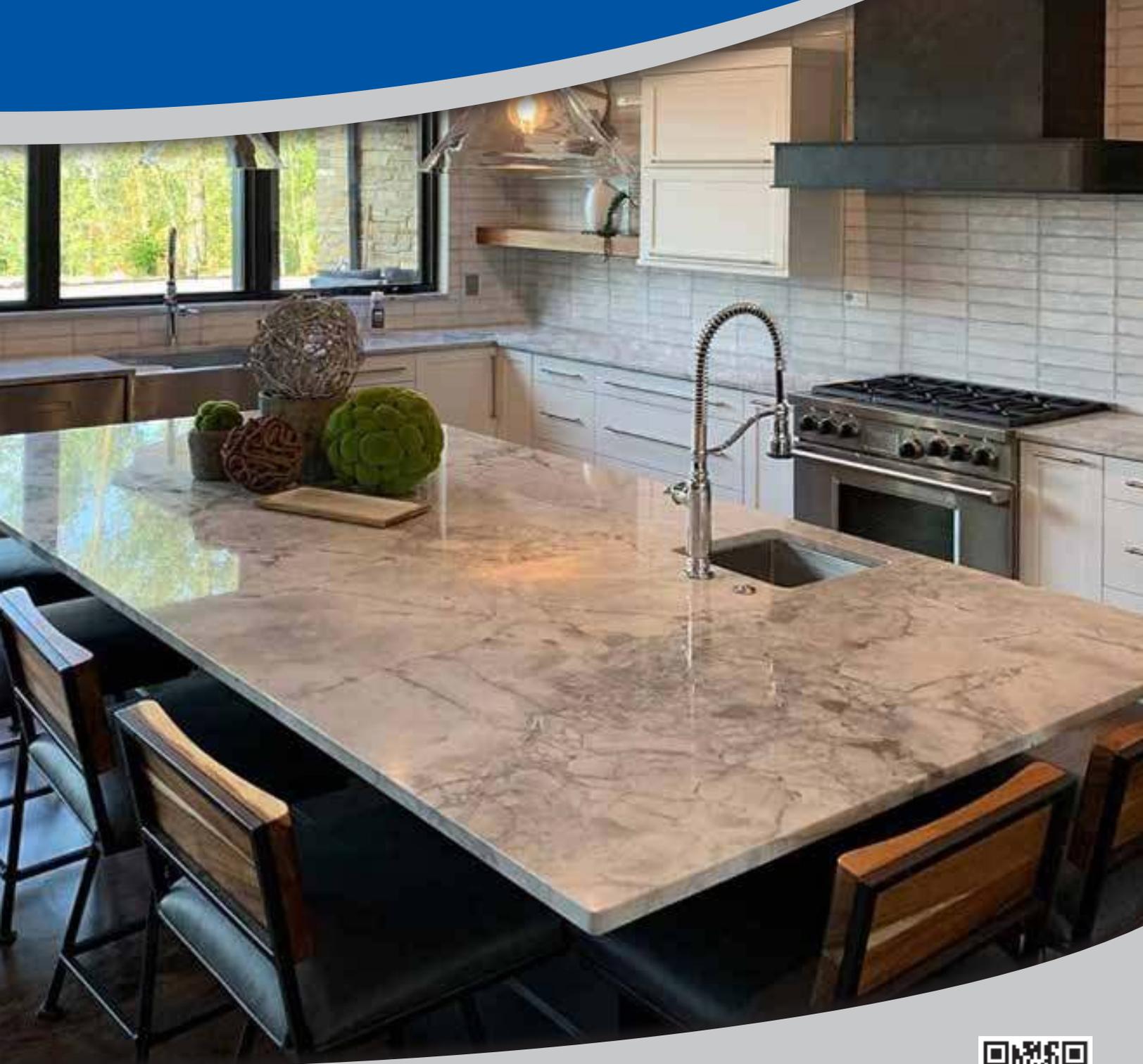




BAGM

BAY AREA GRANITE & MARBLE



Buyer's Guide



Welcome

Here at Bay Area Granite & Marble (BAGM), we take the responsibility of informing our customers seriously. This Buyer's Guide has been developed to provide you the necessary information to ensure your project's success – material, service, and process. Use this guide and ask questions to guarantee the best success of your project.



I. Material Selection & Information Gathering

All project details are required prior to scheduling template and installation. Meet our sales staff at any of our three locations or use our virtual inventory online to select the right material for your project. Our staff will gather all details for your project and a review of this information will take place before and after scheduling your project to ensure all information is accurate and confirm no changes.

Materials

BAGM provides durable products to enrich your space with both natural stone, man-made quartz, and ultra-compact materials.

Natural Stone

Natural Stone refers to several products quarried from the earth, such as granite, marble, limestone, travertine, slate, quartzite, sandstone, and onyx to name a few. These products have been used for thousands of years as building material as well as decorative enhancements.

BAGM works with several of these natural products; granite, quartzite, and marble being the most popular.

- **Granite** is the most common natural stone used at BAGM. Granite is a very hard, granular, crystalline, igneous rock consisting mainly of quartz, mica, and feldspar. This hard surface makes for a beautiful and extremely durable surface.
- **Quartzite** is also a commonly used natural stone. Quartzite and granite are very similar in as far as performance; however, quartzite is generally harder and denser than granite and often has patterns similar to marble. Quartzite is typically more expensive due to the nature of the stone as well as the time and attention needed during the fabrication process. Not all quartzites perform the same. Some colors are more porous than others and may require additional or more frequent sealing.
- **Marble** is a much softer material than granite or quartzite. While marble is often a beautiful surface, you can expect a patina effect to take place. This means scratches, etching, and chipping are likely to occur. These are natural characteristics of the material and should be expected when purchasing.

BAGM uses a 15-year sealer, designed to protect your natural stone from stains. All natural stones are different; therefore, it is recommended to test your natural stone to ensure the sealer is performing.



Natural Stone Variation

Natural stone has variation of color and pattern making each slab unique.

Natural stones are quarried in large blocks. These blocks are then cut into multiple slabs, roughly 6 consecutive slabs are known as a bundle. Multiple bundles are known as a "lot". Stone from the same lot will have minimal variations allowing us to pair multiple slabs together for the same project. BAGM purchases all in-stock materials by the lot, bundle, or blocks to maximize the number of matching slabs within our inventory. Special order natural stone is available, these slabs have not been seen or inspected by BAGM prior to their arrival. This can result in issues unforeseen to BAGM.

You can see in the photos (*left*) of Giallo Ornamentale, the level of variation and drastic difference in color and/or pattern from one lot to another or from a sample to the actual material selected for a project. Due to slab variation, we strongly recommend viewing your slabs in person before finalizing your purchase.

Natural Stone Imperfections

Natural stone will often consist of imperfections or flaws... these are normal characteristics. In some instances, these areas can be avoided; however, it is the responsibility of the customer to point out areas they would like to avoid. *Additional costs may apply if additional material is required.*

- **Chipping & Pitting:** Natural stones have different mineral compositions. This includes soft, flaky mineral such as talc or mica. It is common to have chips or voids on the surface and edge profiles of natural stone. Many of these areas can be filled, but you may notice variation in the fill area.

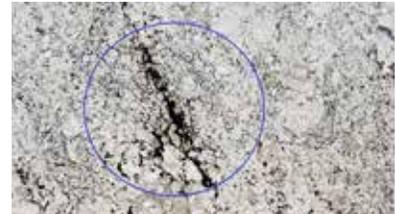
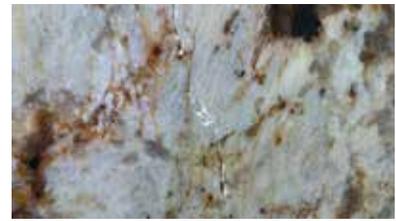
- **Fissures** are naturally occurring separations within natural stone, shown top right. This separation can start and stop within the material or can run through the edge profile of a material. Once the material is installed, a fissure does not affect the structural integrity of the product.

- **Inclusions** are odd spots in the stone, shown bottom right. Some customers may want to include an inclusion in a prominent area of their project, as it enhances the design, and another customer may want to avoid it altogether.

- **Inconsistent polish.** Due to the different minerals making up natural stones you will often see a variance in the sheen or polish of the material. This can be seen in the surface of the stone, as well as in the edge finish as the crosscut of the material can cause some variance in color and sheen.

- **Other Info:** Due to these inherent imperfections, it is common for resins, epoxies, and other fill products to be applied to natural stone. This can happen at the slab-processing factories throughout the world or by BAGM during fabrication.

- **Allowable Repair:** Allowable repair is a term set forth by the Natural Stone Institute. NSI is the governing body of countertop fabricators in the United States. This states that BAGM will professionally repair chips, cracks, open fissures, etc., by skilled technicians to ensure the repair has consistent color and texture to unrepaired areas of the stone. Visit <https://www.naturalstoneinstitute.org/> for more information.



Quartz

Quartz materials are man-made engineered stone product formed by combining up to 95% ground quartz (a natural hard mineral) with 5-10% resins, polymers, and pigments. This forms a very hard granite-like surface that is non-porous. As quartz is made up of mostly natural material, you may experience the same imperfections as natural stone; however, imperfections are much less common and you will have a more consistent finish than natural stone. Quartz is more stain resistant than natural stone; however, it is not as scratch or heat resistant as granite.

Quartz is created in “dye lots” similar to tile. This means there can be variation from one slab to the next and/or variation from a sample to a slab(s). You are always welcome to view your actual quartz slabs before fabrication.

A common characteristic of quartz is pooling. Pooling is the resin material pooling together (*left*).

BAGM does not manufacture the raw product; however, we use the raw quartz slab(s) to fabricate your specific design. There is no manufacturing process that can create a 100% consistent

surface 100% of the time. Variations in the background color, pattern, and aggregate size not visible from more than 6 feet away are considered acceptable by the quartz manufacturers. Pigment and resin pooling up to the size of a US quarter is considered an acceptable defect.

Ultra-Compact Material & Porcelain

BAGM also fabricates and installs porcelain and the ultra compact material Dekton by Cosentino. These are the latest products in the hard surface industry. While these products can be used for countertops, they also work great for showers, flooring, walls (inside and outside), along with other building applications. These products range from ¼” thick to ¾” thick. Note the color design of these products is not all the way through the product at this time; however, this is the manufacturers goal. All this means is that you would be required to have a mitered edge profile or understand that the edging will be different than the surface.

Remnants

A remnant is a leftover portion of a slab that cannot be used in the primary project, but is salvaged for possible use in another project. Dimensions can vary from small to large. Remnants are sold at a reduced price and sold “as is.” Note: Reselection of a remnant may be required post template based on final measurements or issues that may arise during the fabrication process.

Finishes

- **Polished:** This is the most common finish for natural stone and quartz. This will be the most stain and spot resistant as in the act of polishing the stone the pores are tightened up.

- **Leathered:** This leaves the stone with a soft texture that feels similar to leather. This finish will leave the stone with a textured matte finish. The manufacturers do use resins to help with how porous the material is; however, expect more staining and/or water spotting. Most of the time this will dissipate; however, it may take some time. Leathered seams may also be more noticeable due to the variation in texture.

- **Honed:** This is a flat finish like polished; however, not polished to the same level. This leaves the stone with a smooth matte finish. Honed materials will show water spotting, fingerprint/oil marks and be more susceptible to staining. Other than some specialty materials such as soapstone and certain marbles, BAGM recommends a leathered finish over honed if the matte look is desired.

Lights

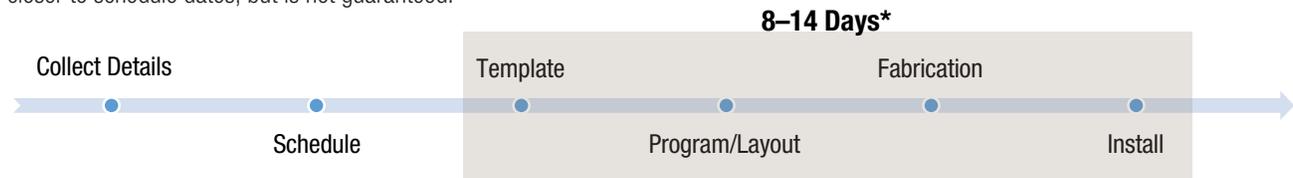
Lighting in your home will vary from the lighting outside or in our facility. White vs. yellow bulbs, along with day vs. night, will affect the look of your design. You may not notice an imperfection in the stone at our facility vs. your home. It is impossible to duplicate lighting conditions of your home at our facilities.

Communication

The most important factor in the success of your project is communication. BAGM can only give you what you desire if your desires are shared.

Timeline

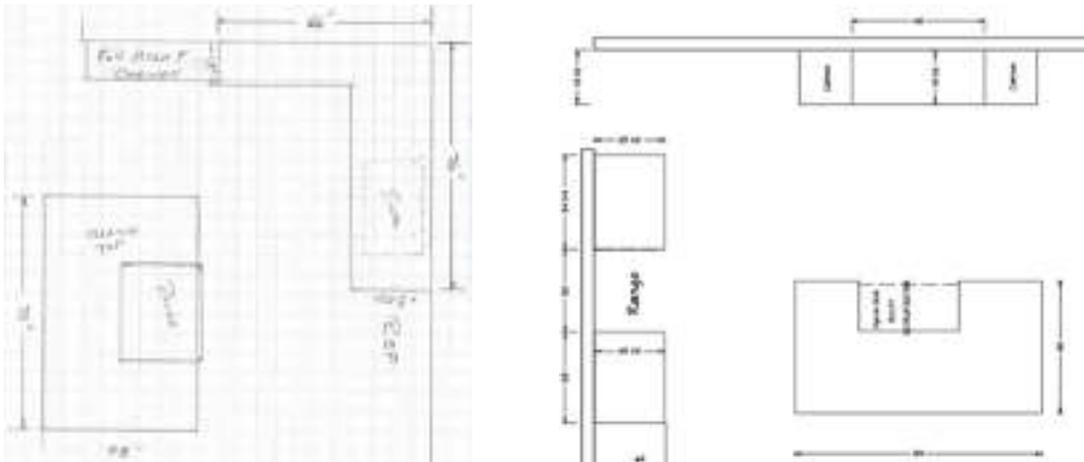
BAGM will provide tentative dates for template and install upon receipt of all information. An estimated window of time for arrival is provided closer to schedule dates, but is not guaranteed.



*Minimal 10 day between template and install for in-person layouts. Delays expected without layout approval.

Customer Drawings

A hand drawing from you or a professional drawing from your contractor or cabinet shop detailing your project is always a great starting point, to begin a general quote. You can select colors and material from our digital inventory online, visit www.bagm.com and/or by working with a sales associate at any location.



Overhangs

A standard overhang for non-seating areas is 1.5" past face frame. If another dimension is desired, be sure to inform your sales associate and review at the template. Depending on your project, additional overhang may be requested and must be discussed. Understanding the depth of the overhang prior to template is important. No more than 33% or 1/3 of the top can be part of an overhang.

- **Natural Stone:** An overhang should not exceed 10.5" without support when using 3-cm thick material, per the Natural Stone Institute.
- **Quartz:** An overhang should not exceed 14" for 3-cm thick material or 8" for 2-cm thick material, without support.

BAGM may suggest adding support for smaller overhangs when selecting more fragile material.

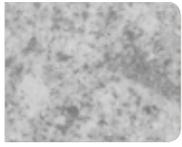
If more overhang is required, you can work with your cabinet maker and/or contractor to add supports. BAGM offers flat support brackets, shown right, for a cost at time of sale or during template. **The customer or contractor is responsible for installing the support brackets.**



Edge Profiles

BAGM offers several edge profiles to enhance your project. With edges that remove material from the bottom of the stone, be sure to consider overhangs as to not reveal the top of cabinetry or trim. Not all edges available in all stone thicknesses.

Included Edges



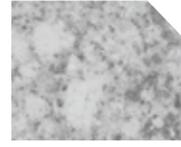
Standard Edge



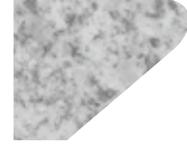
T-Edge



Crescent



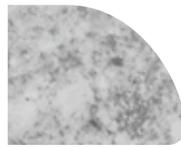
Half Bevel



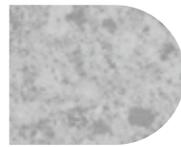
Ledge



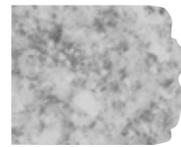
Half Bullnose



Demi Bullnose

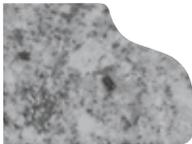


Full Bullnose

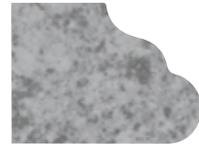


Chiseled

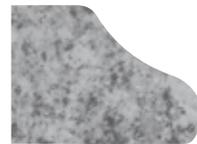
Premium Edges



Ogee



Ogee Bullnose

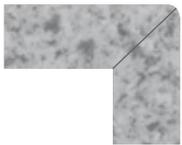


Basin



Basin Ogee

Fabricated Edges



Miter



4CM T-Edge

Outside Corner Radius

You can choose the amount of round for the outside corners of your design (1.5" is standard - pictured on left). Keep in mind the edge profile and amount of overhang when choosing your outside radius. Too large of a radius may expose the top of your cabinetry. Too small of a radius may cause a sharp area of the edge profile (pictured on right).



Inside Corner Radius

Without adding a seam at the center point of an inside corner the inside radius is determined by the edge profile. Our standard edge minimum radius is 1.7". All other profiles require a 2.5" inside radius. Certain edge profiles may allow a tighter inside radius without a seam; however, this work will need to be performed by hand and may not be as consistent as the radius that comes off the CNC machine. It also comes with additional costs:

Standard & T-Edge = \$30 per inside radius

Other Non-Premium Edges = \$60 per inside radius

Premium Edges = Not possible without a seam



Room Specifics

Depending on your project, BAGM requires all details of anything that may come in contact with your counters such as appliances, sinks, etc. These items must be selected in advance for the proper design of your project.

Sink & Faucet Selection

During sink and faucet selection, you must account for the width and depth of your cabinetry. The plumbing industry continues to make sinks and faucets larger, while cabinets have maintained the same size. This can create a situation in which the sink and/or faucet will simply not work. There are instances in which modifications to the cabinet, sink, and/or faucet will be made to accommodate the situation; however, these modifications may come with additional charges. Keep in mind that BAGM may not be able to complete modifications and another party would need to be hired by the customer. Also, understand the relationship of your faucet to the sink. Certain faucets may not be compatible with certain sinks. An example of this would be an offset bowl sink and a faucet that requires separate hot and cold handles. The spigot would have to be off center.

Sink & Faucet Centers

BAGM will always use the center of the cabinet as the center point of the sink. If any other point is requested for the sink center, BAGM needs to be informed before templating. Other possibilities would be to center on lighting, a window, or a mirror. Faucet placement is generally center of overall sink. When a sink depth varies from left to right, placement may be offset. Depth of cabinet can also place faucets on left or right of sink. Discuss placement of any necessary holes with your sales associate and/or template tech. BAGM will always set sinks as far forward as possible to maximize room for the faucet.



Flush Objects

Flush mount cooktops or push up units are needed on-site at template and may be brought back to our production facility to test fit.

Additional charges may apply depending on any unique fabrication needs.

Removal & Disposal

Unless specifically stated in the quote, BAGM is not responsible for tearout and/or disposal of existing tops. BAGM will complete removal and/or disposal of existing tops, but additional charges will occur based on type of existing tops. Photos of the existing tops are helpful in determining these fees ahead of the installation. If BAGM is responsible for removal of existing surfaces, all plumbing, electrical, cabinetry, and general construction must be completed prior to arrival. All tops must be cleaned off prior to arrival.

Plumbing

The mounting of your undermount sink, other than a farm sink model, is included with the purchase of your tops; however, the disconnection and reconnection of any plumbing is not included. This is the same for any cabinetry, electrical, appliance, or general construction work needed. BAGM does not employ licensed tradesmen in these areas and cannot be responsible. BAGM will include a mounting bracket for dishwasher installation; however, we are not responsible for leveling and re-installing the dishwasher. Self rimming and vessel sinks are mounted after BAGM's installation and the responsibility of the customer.

Additional Notes

Our pricing reflects the drawings provided and best possible material yield. A change in project size from the original drawing to the final template may result in a price change. A change in the layout, from the best possible material yield, could also result in a price change. All price changes need to be approved prior to fabrication.

Additional costs required with all vertical surfaces. When cabinetry is above vertical surfaces, such as full height splash, the cabinets can be in place, but not set. Additional trip charges if a return trip is required.

Additional charges will be applied for return trips due to not being ready for install such as: missing or broken sinks, cabinets not being ready or installed.

BAGM does not install shower pieces. Tile installers are to provide specific measurements for BAGM to fabricate.

A trip charge will be added if the project location is more than 30 miles one way from a BAGM location.

BAGM stands behind all work performed. Due to the nature of natural stone, there is no formal warranty included in your purchase. There is a third-party warranty for the sealer used, as well as several quartz manufacturer warranties that are passed along to the customers. It is the customers responsibility to review manufacturer warranties and complete any needed paperwork. Post installation, BAGM will make one return trip, free of charge, to address any concern or attempt a repair in the first year. This would include chips, scratches, etc. *After the initial trip, charges may apply.*

BAGM is only contracted to do the work pertaining to the estimate/quote of the project.

II. Template/Field Measure

A template technician will be dispatched to your project to field measure and assess the conditions of the site.

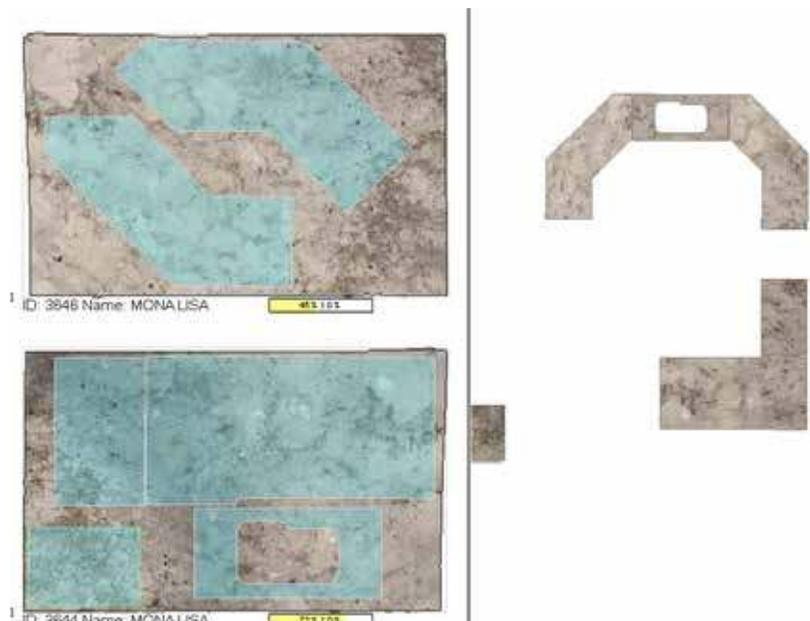
- We recommend a decision maker over the age of 18 is at the template or a meeting takes place prior to the template to confirm all cut-out locations and overhangs. All decisions are final at template. Additional charges and delays in your project may occur if changes are made after the template
- Cabinets must be fully installed, level, and plumb. Any movement in cabinets could cause an inaccurate fit. BAGM uses an extremely accurate laser measuring device to template. Any cabinets that sit on top of the counter will need to be installed after the countertops are installed.



- If existing counters are installed at the time of template, the **tops must be completely cleared off prior to the technician arriving**. While it is a huge convenience to leave the existing tops in, there is inherent risk to templating with existing tops installed. The template tech can't accurately access the back wall or how level the cabinets are. This will result in some increased tolerances. This primarily affects the height of splash and overhangs. In some instances, tops will need to be removed.
- Clear areas for ease of template. If BAGM is scheduled to be on site and conditions are not set, a fee may apply to schedule a re-temp, along with possible delays in your project.
- The sink base cabinet must be cleaned out to assess the sink condition. **If using an under-mount farm style, the sink must be mounted and in its permanent location, but should not be plumbed.**
- All sinks, faucets, RO faucets, cooktops, slide-in stove, etc., are to be on site during template. BAGM will need all appliance specs prior to the template.
- Your countertop is manufactured based off this template visit and the production process starts immediately following. As mentioned, changes after the template will result in fees. Changes may not be permitted if production has already begun on your project.

III. Programing & Material Layout

- After the template, your project is reviewed to ensure the quantity of the project matches the quoted dimensions. If not, a new proposal will be sent, and confirmation of the change needs to be confirmed as soon as possible.
- You can request a CAD review and slab layout. This brings you, the customer, into our process to determine seam locations as well as material layout. This can be done in person or via email but must be requested before template to ensure no delays in the project. *Emails need to be responded to within 24hrs of being sent or delays can occur.* Our staff are experts in creating beautiful designs day in and day out, so it is fine to skip this process; however, you forgo the opportunity to dispute the layout. As mentioned previously, if your layout decisions require additional material charges will apply. Seam placement as requested may not be possible based on installation factors. If an "In person" or "email" layout is required, please advise your sales associate.



IV. Fabrication

BAGM utilizes the latest techniques and equipment in a state of the art 65,000 square foot facility in Wrightstown, WI. This, along with the highest skilled fabricators in the industry, ensures the highest quality product possible.



V. Preparing for Installation

In preparation for the install, we look for your assistance.

- **Clear tops and empty cabinets:** If existing tops are still installed, make sure everything is removed prior to arrival. Completely clear out the sink cabinet and remove top drawers. It is up to you to clear out other personal items from the cabinetry. Dust and debris will fall onto these items and will need to be cleaned after installation. Remove any furniture and/or expensive items that may be in the way or are in the construction zone.
- **Stacked cabinets or appliance garages:** It is the homeowner's responsibility to remove any existing cabinets that sit on existing countertops, such as appliance garages.
- **Pets & small children:** Make sure your pets and small children stay out of the construction area. Safety is our number one priority and the material is extremely heavy. The chemicals we use during the installation can be irritating. Let the install team know if they need to open doors or windows to help with temporary odors.
- **Plumbing, gas, electrical, general construction:** Make sure everything is prepared as discussed previously. Everything must be disconnected and ready for our install team. BAGM recommends removing bathroom mirrors prior to vanity installation if in contact with counter.
- **Clear a path:** Material is extremely heavy. Make sure there is a path. Remove all obstacles that could be hazardous to our team. Tight corners may be difficult to navigate given the length of pieces. The path in can be reviewed with the template tech during field measure. Driveways and sidewalks should be cleared during winter weather.
- **Someone on site:** It is recommended to have a decision maker on site to review our work. We want to make sure you are satisfied before we leave the site. This also provides you the opportunity to ask questions.
- **Upstairs or downstairs:** Your tops may require seams or additional cost for install based on site conditions.

VI. Install

BAGM's crew will arrive on site via truck and enclosed trailer. They will evaluate the project and get started. Our install team photographs before and after work performed. The BAGM install team will also do a final quality check and sign off on the installation.

VII. After the Install

- **Touch-up work:** After installation, expect that there may be touch-up work needed by yourself or another party including, but not limited to trim, paint, drywall, cleaning, etc.
- **Plumbing, appliances, etc.:** It is recommended to wait 24hrs until proceeding with the rest of the construction process. Your tops are secured and finished with caulks and glues. Allowing time to dry and fully set is best. Issues can arise such as debris in caulk or damage to the tops. We do understand that there are instances when a customer is not willing to wait. Just understand you are doing this at your own risk.
- **Keep other trades off of your tops:** Your new countertops are durable; however, they are not intended to be used in a construction zone. Prevent the tops from being used as a work bench or from being stood upon. The tops are inspected and photographed upon completion. *Damage caused after will not be BAGM's responsibility.*
- **Weak spots:** The area around cutouts is inherently weaker. Be sure to take the necessary precautions in these areas. Added force and pressure for fixtures, appliances, etc., could cause damage.
- **Warranties:** Natural stone has no manufacturer warranty, but BAGM guarantees installation. Review the individual manufacturer for each quartz or man-made stone warranty. It is the customers responsibility to review manufacturer warranty. ***Outdoor use of material voids all material and labor warranties. This includes seam opening, cracks, fading and other changes to the stone that could occur due to material being exposed to the natural elements.***
- **Return Trips:** If site is not ready for installation and BAGM can not complete installation as scheduled, charges may apply for return trip.

It is important to understand some of the common characteristics and what to expect out of the BAGM hard surface materials.

Seams

Seaming two pieces of natural stone or quartz together is often needed during installation. BAGM takes a great deal of pride in providing the best possible seams in the industry. We accomplish this by utilizing seam matching Slabsmith photo technology, CNC cutting and milling operations, pneumatic seam setting procedures (when possible), color match epoxies, and skillfully trained fabrication and install teams.



While each of these factors help to hide any seams, you will be able to see and feel your hard surface seam. Many of the finest hotels and restaurants in the world have seams within their hard surface materials. Seams are determined during template and layout. The templater may suggest a seam placement but this may have to be moved during drafting for various reasons. BAGM always has the final determination of placement of the seams. Color variation and changes in grain direction is normal and should be expected, although may be avoided, pending material selected.

- Chipping on a seam is not uncommon from the fabrication process. BAGM does everything possible to minimize this; however, certain materials may have chipping, causing the seam to be more noticeable.
- Lippage: Raw materials will have some convey and convex to them. There is no way to detect this prior to the fabrication. The acceptable allowance for lippage on a seam is 1/32", stated by the Natural Stone Institute. There will be no lippage on the edge of a countertop where a seam comes together other than on a mitered edge.

Gaps

Gaps are unavoidable in new construction and remodels. Gaps may be present due to site conditions and often are intentional to ease installation. BAGM will fill certain gaps; however, some may be the responsibility of the customer. These are most common when your project contains three walls. BAGM will set



tops to a maximum 3/8" off of any back wall without stone backsplash and 1/8" from any side wall. When stone splash is used, the tolerance is indicative of your walls. We will offset further when stone splash is used for ease of installation.

- **Stone to Wall:** Walls are not straight. There are often crowns or bows. Our backsplash cannot bend or flex to conform to the wall. BAGM will fill these gaps with a paintable caulk. It is not uncommon for caulk to shrink creating a void. Caulk will often need to be reapplied when gaps are larger. It is the responsibility of the customer to re-fill these areas as needed.
- **Stone to Cabinet:** Cabinets are not always level, in new or existing projects. In extreme instances, BAGM may request the customer to hire a carpenter to re-level the cabinets, as the variance could affect the integrity of the tops. In less extreme instances, we will shim the countertops to plane in order to maintain a quality seam. These gaps are caulked with a clear bonding silicone. Some customers will choose to have a carpenter return after the project is complete and cover this caulk with scribe trim. The Natural Stone Institute recommends that cabinets are level +/- 1/8" within a 10 foot area.
- **Stone to Existing Tile Backsplash:** Often existing tile splash is set to a non-hard surface product. This causes variation to the existing materials that cannot be compensated for in hard surface installation. This can cause gaps between the new design and your existing tile. If you have the color match grout caulk for our install technicians, we will apply it. If not, we will leave this area for the customer or another contractor to fill.
- **Stone to Brick or Dimensional Rock:** These gaps are left unfilled and should be filled by your mason or contractor.

Incidental Damage During Installation

BAGM takes every precaution necessary throughout the installation process, but incidental damage is an inherent part of construction.

- Dings, or scratches to walls, wallpaper, cabinets, appliances, flooring may occur, BAGM is not responsible for these. BAGM takes the necessary precautions to avoid any damages. Some of these precautions are laying rugs and using laminate to protect cabinets. Although, we will not be able to cover 100% of the work area we do our due diligence to try and avoid any damages from happening. We will always error to ding or scuff a painted wall instead of a cabinet. We will also loosen cabinet panels where applicable to get extra room. We will move appliances when feasible. In extreme instances, side cabinets can be removed and re-set post install.
- Existing tile splash can be damaged during removal of existing countertops.
- Tire and trailer tracks may be present on your lawn and/or driveway.
- Remodel lines on cabinets and/or walls is not uncommon as the thickness of the new design may be different than your existing design.
- Dust will often be created during the installation process. This is more extensive if you have a top-mounted sink and/or cooktop as cutting will take place on site. BAGM uses vacuums to help control the dust; however, there will be additional cleanup post install. Some tips to help keep dust down: shut down HVAC systems, seal off exterior rooms, cover stainless and glass appliances. Use caution in cleaning the hard surface dust, scratching can occur when wiping dust.
- When reusing fixtures, the customer is responsible for removing prior to install. If these fixtures are not fully removed ahead of BAGM arriving on site, BAGM is not responsible for any damage during the removal process.

Care Instructions

Care instructions will vary between different natural stones and although many quartz manufacturer recommendations are similar, they do slightly vary and recommend different cleaners. BAGM prefers to reference The Natural Stone Institute and the specific quartz manufacturers. Please visit www.bagm.com for direct links to these sites.

Thank You

At BAGM, nothing makes us happier than a satisfied customer.

We take a great deal of pride in providing the best possible experience for every customer. Your assistance in making the process a success is greatly appreciated. If you have any questions or concerns, do not hesitate to ask. We are here for you!

BAGM BAGM BAGM
BAGM BAGM BAGM



Appleton Showroom & Slab Yard

4001 W Spencer St, Appleton, WI 54914

Green Bay Showroom & Slab Yard

2768 Deerfield Ave E, Suamico, WI 54173

Wrightstown Showroom & Slab Yard

Corporate Office & Fabrication Facility

145 Golf Course Dr, Wrightstown, WI 54180

www.BAGM.com

920-662-1300 info@bagm.com

