

Frequently Asked Questions About Countertops

Is it necessary to seal stone?

Since stone surfaces are quite porous, they will absorb liquids which may result in discoloring and staining. Our granite and marble countertops are sealed during fabrication and/or installation. This substance penetrates the stone clogging most of its pores making it quite impervious to alcohol, juices, soft drinks, cosmetics, cleaners, coffee food and oils. It is recommended that your granite should be sealed at least once a year. If the countertops are heavily used it is recommended to seal them twice a year.

What is the ideal overhang for my bar or breakfast area?

12 inches is most common for overhang for comfortable seating, however some people prefer more. This area will need adequate support and will need to be discussed with your sales representative.

Can I keep my existing backsplash tile?

Yes, some customers choose to keep their existing tile backsplash. However you must consider the following points:

- * The thickness of laminate countertops is 1 1/2 inches and granite is 1 1/4. The replacement causes a visible gap of about 1/4 inch between the new granite countertop and the existing tile. You can solve this problem by using one of the following methods:
- * Apply caulk in the gap with matching color to existing grout. The new caulk like will be about 1/4 inch thickness instead of the normal 1/8th.
- * You can purchase and install a trim line from a tile supplier that fits between the tile and the granite countertop. This should be done by a tile installer.
- * We can shim up the countertops to meet the existing tile, however you will most likely need someone to install a piece of cabinet trim to cover the shims

Price

What do you charge Per Square foot?

The fairest answer is it depends. While the amount of stone required for your project is significant to the price, there are other variables. For this reason, we prefer to first understand the variables of your project and then give you a prompt accurate estimate. We are careful to avoid any appearance of "bait and switch" marketing that can occur on the low end of our marketplace with square foot

pricing.

What are the pricing variables?

They include the complexity of your project, the type of stone selected, the edging design, the number and types of sinks, faucets and cook tops used, and the removal of existing tops to name a few.

Fabricators

Choosing a Stone Fabricator:

The process of purchasing custom stone is detailed. As with any purchase, you need to determine what criteria are most important to you. Be prepared to ask tough questions to determine the proper fit with a reputable source.

- * Are you searching for the absolute lowest price or looking more for overall superior value?
- * Is timely completion important?
- * How fussy am I about quality workmanship of both the fabrication and installation?
- * How heavily do you weigh the quality of materials used?
- * Will the company provide prompt answers to my questions and issues?
- * Do you value responsive service, integrity and the caliber of people that you deal with and will have working in your home?
- * Can you effectively communicate with the people working on your project?

Why should I choose Down East?

Thanks for asking! While our pricing is competitive, our customers are looking for something more. They value how we handle all of the details that go into producing a superior quality product and our responsive service. They don't want to be pressured to make a purchase. They want to work with professionals in every step of the process especially with those who perform work in their home. They want their project completed on time with minimum disruption to their home and their lives. Down East has a proven track record for assuring these results.

- * At Down East, we are frequently called upon to repair the mistakes of lower caliber fabricators.
- * We continuously measure our customer's perceptions of our core values: quality, responsive service and integrity.
- * We stand behind our work

Our customer testimonials say it better than we ever could - read what our customers have to say about our service and quality of work.

Do I need an appointment?

No, you can visit us any time during our normal business hours.