



Template for Countertops

A template is your opportunity to understand the many technical complexities that exist in your space. The appointment is the perfect time to clarify your questions. Elements of the template include evaluation, review and applicable recommendations. You may also be required to fill out and sign the Project Check Sheet. Physical measurements will also be digitally taken at this time.

A CSR (Customer Service Representative) will book a template date. You will receive a reminder notification one day prior to your template date, which will specify the appointment time slot. Arrival windows are either in the morning, midday, or afternoon. An average template appointment is between 1½ hours - 2 hours.

Please follow the Template Essentials outlined below before our specially trained CAD technologist arrives to complete the template.

Template Essentials

- clear any indoor/outdoor obstacles such as snow, ice, furniture, etc. in the path of the CAD technologist and their equipment.
- you must be present for the entire appointment
- no children or pets are allowed in the site vicinity (for safety and equipment reasons)
- cabinets, gables and fillers must be permanently secured and level
- clean and remove clutter from the template areas
- all sinks, appliances or their specifications must be on site
- be advised: safety boots are always worn

Countertop Installation

As your dream space comes to life, the LATITUDE team will carefully install your new surface. Elements of the install include evaluation, preparation, delivery, positioning and finally, verification.

Your installation date is booked at order confirmation. You will receive a reminder notification, one day prior to the installation, which will specify the appointment time slot. Arrival windows are either in the morning, midday, or afternoon. An average installation is between 2 hours - 4 hours.

Please follow the Installation Essentials outlined below to prepare for this final step.

Installation Essentials

- clear any indoor/outdoor obstacles including snow, ice, furniture, etc. which may impede delivery
- you must be present for the entire appointment
- no children or pets are allowed in the site vicinity (for safety and equipment reasons)
- all sinks, appliances and fixtures must be onsite

- remove existing countertops before the installation appointment
- ensure that all cabinetry is level and can support the weight of the new countertop surface material
- remove any clutter from the install area and empty all base cabinets
- protect floors with non-slip coverings; cover items to protect from dust and installation debris
- close any registers and return conduits to prevent dust from entering the ventilation system

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