



[Click here for our Welcome Packet!](#)

Fabricators and Installers of Quality Natural Stone Products

Established in 2002, Alpha Stone is locally-owned and operated in Richmond, VA. We specialize in custom fabrication and installation of natural stone products, including countertops, vanities, etc. Our showroom on Dabney Rd. also houses our corporate office, slab warehouse, and fabrication facilities. Our goal is simple - to provide our customers with high quality finished products at competitive prices coupled with superior customer service.

- Digital Templating and CNC Fabrication
- Custom CAD Drawings to Aid in Design of Project
- We Import Raw Slab Materials and Source from Local Suppliers to Ensure We Find Your Stone
- 200-300 Slabs in Stock at All Times
- We offer Sinks and Faucets from Many Name Brands such as Oliveri, Blanco, Elkay, and Moen
- Granite, Marble, Onyx, Travertine, Limestone, Soapstone, & Engineered Stone



DIGITAL TEMPLATING



CNC FABRICATION



Mon. Thru Fri. 8:30AM to 5:00PM
Saturday By Appointment
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Welcome!

Thank you for allowing us the opportunity to provide you with your new stone countertops! We value the chance to serve you and look forward to working with you on your project. Below is an overview of the process we take to deliver your counters to you in their finished form, while also giving you important information about the qualities of natural stone. Should you review this information and still have additional questions, please do not hesitate to contact one of our associates.

Estimation & Template

During this phase, we will determine the scope of your project and perform a site visit to measure the area to receive countertops and obtain specific details on the design elements you are considering. We will provide preliminary costs and time estimates to complete the desired work.

Materials Selection

This part of the process is very important as the material you select has the greatest effect on pricing and the project's timeline.

Fabrication Process

In this phase, we will review all of the countertop design information gained from the estimation and template phase, as well as the final pricing and scope of work. We will determine a fabrication date and installation date during this phase.

Installation Process

After the fabrication of your countertop is complete, our team of professional installers will visit your home or project site to complete this phase of the process.

These steps are further detailed in the following documents. Please review at your leisure so that you have an understanding of the processes we take to provide you with a high-quality finished product, while also outlining the expectations you should have as our customer.

Again, we look forward to serving you!

Sincerely,

The Alpha Stone Team



Estimation & Template

Estimation

The initial step in the countertop fabrication & installation process is the obtaining of an estimate for your project. During this step, we attempt to give you the most accurate assessment of costs and time required to complete the work you are requesting. Typically we will need a sketch or shop drawing of the area needing tops and details such as stone color, edge profile, type of sinks and cutouts required, etc. However, final costs and time to complete are not committed until a template of your cabinetry is taken and true measurements and scope of work are determined.

Template

Templating is the most important part of the fabrication process because it is during this phase when all of the measurements and design details for your counters are determined. Prior to the template appointment, please take a few minutes to clear off the counters to make room for the template technician to perform his measurements. The more access we have to your cabinets and surrounding walls, the quicker we can perform our tasks. A typical template appointment will last 1 – 1 ½ hours. It is highly recommended that a decision maker be present so that all details of the new tops can be discussed and noted. Some of these details are as follows:

1. **Preliminary Materials Selection** – What type of stone are you planning to use? What colors or finishes are you considering? Are you aware of the characteristics of the material?
2. **Edge Profile** – What type of finished look do you want on the counter edges – flat, rounded, eased? Different edges can change the overall price and appearance of the project.
3. **Overhangs** – Most standard overhangs extend outward 1.5” from the base cabinetry. Is this sufficient?
4. **Seam Location** – Are there areas where you would not consider having a seam? (We make every attempt to locate seams where you want them, so long as it makes sense with the material’s structural characteristics, quantity, and overall layout).
5. **Sink Type** – Are you considering an undermount sink or a self-rimming model?
6. **Sink Reveal** – If you are considering an undermount, how would you like the inside rim of the sink treated? Would you like to show the sink or have the stone sit flush to the inside rim?
7. **Fixtures** – What brand and model faucet are you considering? How many holes does it require us to drill? Does it have accessories (sprayer, soap dispenser, etc.) that you also want to use?
8. **Appliances** – Will you be using a drop-in cooktop or slide-in range?

In order to obtain accurate measurements for your new countertops and/or backsplashes, all cabinets must be level and in some cases the existing back splashes must be removed during measuring. However, Alpha Stone uses digital technology in its templating process, so this is more an exception rather than the norm. If it is necessary, our template technician will advise you prior to removing any existing structures, etc.

As mentioned above, Alpha Stone uses the latest in digital templating technology to capture your actual cabinetry in a series of two-dimensional line drawings. We then use these actual renderings of your cabinets to build your countertops in AutoCAD. Our production teams then use this file to cut and profile your tops. This allows us three distinct advantages over other manufacturers:



1. Our templating process is cleaner, faster, and less of an intrusion into your home than traditional methods.
2. We review actual drawings of your counters with you prior to fabricating to ensure your satisfaction with the design.
3. We can often times identify areas of concern during the design of the counters, such as fixtures not fitting correctly or as desired with cabinetry, etc. Often times this allows us to save the homeowner additional time and money.

Other Items to Consider

- We will take pictures of your existing or new cabinetry when we come to template. This helps our fabrication specialists understand more about the area that the countertops are being made for, as well as look for any additional areas of concern. If this is an issue, please let us know prior to templating.
- Alpha Stone associates are not trained to determine the suitability of specific fixtures or appliances. However, we will work with you and your supplier to help evaluate whether the components' size and characteristics fit with your granite countertops during the template phase. Be sure to ask about compatibility before making a purchase.
- All cabinets must be installed on a true plane and level based on specifications established by the Marble Institute of America's *Dimension Stone Design Manual, Version VI*.
- All fixtures (sink(s), cook tops, downdrafts, faucets, hot water dispenser, etc.) that will be used in conjunction with or located adjacent to your countertops should be available on the job site at the time of measurement to ensure proper suitability and accurate measurements.
- Any receptacles or switches that are not installed prior to templating will be seamed or pieced together during installation.



Materials Selection

Your selection of the materials for your project is a very important step of the overall process. The type of material you use will be a large determinant of the cost and time it will take to finish your project. We stock a fair amount of materials in our facility, but sometimes we don't have exactly what you may be looking for. In these cases we will have to source locally, which can take more time depending on the availability of the particular item. The type of material you use will also effect what we have to do to process it to its final form – some materials are more brittle and require special handling, while others are very dense and may cause additional strain on cutting elements.

As is the case with any natural stone material, there will be variations in color and markings in each individual natural stone. These variations are not regarded as defects. They are characteristics of natural stone that give the material its uniqueness and dramatic beauty. We encourage and prefer that you take the opportunity to personally approve your natural stone lot at the fabrication facility that will be producing your countertop. We also provide samples and color swatches in order to assist with your materials selection. Please note that these samples offer a general representation of the overall color and markings of each product and are not meant as an exact replication of the actual product.

With polished granite and marble, any or all of the following natural characteristics may be present:

- Areas, especially in marble, that have been filled with a matching or contrasting color epoxy that may compromise the integrity and strength of the materials.
- Variations in veining, color, and movement that may be present in any natural materials. Materials that are referred to as “swirl” granites exhibit more of these types of natural occurrences.
- Fissures: small visible lines on the surface of the polished or honed slab which rarely indicate or affect the structural integrity of the product.
- Beauty marks: natural mineral deposit concentrations that can be seen as intensified spots or lines of color, lack of color, or areas with compromised polishing ability.
- Pitting: “pock marks” of varying size on the surface of a slab which are a result of the tightness of the material grain and the material’s ability to accept a polished finish.

The presence of any of these characteristics adds to the uniqueness of your material, and in the majority of cases does not compromise the durability of your product. We are committed to using only the best valued products for your countertops.



Fabrication Process

Once our technician has completed the template of your cabinetry and you have made your final materials selection, the next step is to fabricate the counters in our facility.

Approval of Counter Design

We will create a CAD drawing of your counters from the information gained during the template appointment and review this drawing document with you to ensure its accuracy. It is at this point that you should review all design information and make sure your wants have been communicated and built into the specifications for your tops. Some elements to the design that we will review are below:

1. **Materials Selection** – Do we have the correct material specified?
2. **Edge Profile** – Is the edge design listed the one you have decided on? Have you gotten an estimate on the price of the edge?
3. **Overhangs** – Are the overhang lengths sufficient?
4. **Backsplash** – Are you doing backsplashes of the same material? What height should they be?
5. **Seam Location** – Are seam locations acceptable? (We make every attempt to accommodate in this area so long as it makes sense with the material's structural characteristics, quantity, and overall layout).
6. **Sink Type** – Have you decided on sink brand and model? Have you communicated this to us?
7. **Sink Reveal** – Have you decided on a design for the sink reveal?
8. **Faucet** – Do we know what faucet you are using and where to put accessories like sprayers, etc?
9. **Appliances** – Do we have all necessary appliance information?

Fabrication

Once all of the details have been reviewed and appropriate changes made, your signature on the CAD document is required to show acceptance of the design.

- At this time, we will require a 50% deposit to release the job to fabrication. Once released, we will schedule the fabrication and installation dates.
- If any questions arise during fabrication, we will contact you to discuss.



Installation Process

Before your new granite countertops are installed, there are some important details you need to know. Please read all of the information below carefully to ensure that you receive the best possible service and satisfaction when we come to install your new countertops.

If You Are Remodeling

- Alpha Stone will inspect the structural integrity of your cabinets during the template phase to determine their ability to support the new materials. Some work may be necessary to make the cabinets structurally suitable, especially in areas near sink cutouts. This work should be completed prior to countertop installation, unless otherwise agreed to by Alpha Stone.
- All connections must be cut off, including plumbing, gas, and electrical, by a licensed professional. Alpha Stone's installation teams are not licensed to perform this work and do not want to damage your fixtures or jeopardize the safety of your home.
- If Alpha Stone is performing tear-out, all surfaces to be demoed must be cleared off and drawers should be emptied to avoid possible damage to contents.
- If ceramic tiles are located above your countertop, the bottom few rows may need to be removed.

Appliances and Fixtures

- All fixtures (sink(s), cook tops, downdrafts, faucets, hot water dispenser, etc.) that will be used in conjunction with or located adjacent to your countertops should be available on the job site at the time of installation to ensure proper fit and finish.
- Alpha Stone will provide clips for attaching the dishwasher to the countertops. If the dishwasher is installed at the time of countertop installation we will as a courtesy adhere the clips to the countertop. If we have to make return trips to install or reinstall dish washer clips, we will assess a charge of \$100.00 per hour. Travel time to and from the site will be part of the hourly calculation.

About Your Installation

- In some cases, sink and cook top cutouts and minor adjustments are completed after the countertops are installed, requiring our installation team to cut, grind, or polish the product in your home. The amount of dust that may result from this procedure varies; the work area as well as other areas of your residence may become saturated with natural stone dust. We make every attempt to do any cutting or adjustments outside of the home, but in some cases to obtain the best fit and finish, adjustments must be made with the pieces in place. Alpha Stone will reasonably prepare the work site to help minimize the amount of dust and we recommend that you cover or move any important items that may be affected by dust. If you have questions about this, please consult us prior to the installation date.
- The installation process will require the use of epoxies, silicones, and sealers. The odors that result from these substances may be offensive to some individuals. We recommend that individuals who are sensitive to these types of fumes not be present during the completion of any work. Additionally, we recommend opening doors and windows for ventilation.
- All countertops are treated with a non-toxic silicon impregnator before or at the time of installation to assist with long-term protection of the granite.



- Countertops will be leveled to adjoining tops; this may require the use of wood or plastic shims between the supporting structure and tops.
- All granite slabs are cut in straight lines. If the walls are not in square, there may be a gap or noticeable space between the countertops and the wall.
- All gas and electrical connections must be disconnected by the installation date. Once the installation is complete, countertops will require a mandatory setting time of overnight, but optimally should be allowed to set for 24 hours before reconnecting utilities or installing any fixtures. Alpha Stone will attach undermount sinks and dry fit drop in sinks and cook tops and you are responsible for scheduling licensed professionals to reconnect fixtures and utility connections. We recommend waiting 24 hours before preparing food on your countertops to ensure that the sealant is fully absorbed and cured.
- To help ensure customer satisfaction, we ask that any installation work be inspected for quality and suitability when the installation team has completed their work. By helping to review our workmanship in a timely fashion, you will minimize any time needed to make additional adjustments and ensure your happiness with your product.

Final Payment

- Once the installation of your countertops is complete, payment of any remaining balance is due. Please be prepared to pay this balance on your installation day.