



**Process overview:**

1. Approval estimate
2. Properly contract and all documentation
3. Contractor/owner to read and abide by GC Checklist
4. Schedule RBC start date a minimum of **(4) weeks in advance**
5. Change of schedule issued by “Contractor” is subject to RBC next available
6. Change in scope, work order or PO will be subject to an approved change order either onsite or issued by either parties office and agreed upon by both parties. Change orders are subject to re-scheduling and in doing so jeopardizes RBCs ability to accommodate other, pre-scheduled clients
7. Prepare jobsite in accordance with the info below
8. Arrange to be present or to have alternate decision makers as indicated below for sign offs of sample approvals, Walkthrough/progress approvals, and Final inspection approvals. Failure to do so will be subject to procedures indicated below.
9. Unless otherwise noted, **all installations are final and do not require, nor has been estimated for a re mobilization.** Request to return post installation will be charged accordingly.
10. Post installation flooring must be cleaned using RBC General Cleaner or written approval substitute. **Failure to do so will void your warranty unless otherwise stated.** It is mandatory that the client be given this warranty info and any retained cleaning supplies governed by RBC warranty regulations. Failure to provide owners with this information and corresponding products will void warranty.
11. It is the “Contractors” responsibility to request all submittals required, care and maintenance information and warranty documents. It is the “Contractors” responsibility to provide its client/owner with this care and maintenance information
12. Payment upon completion will be paid per contractual regulations.

**Failure to comply with these policies and procedure may result in a change order.**

**Details:**

Unless otherwise noted in approval attached, RBC has bid your project for a single mobilization and installation that is final and complete once RBC crew leaves the jobsite. Requests for repairs, or to re mobilize for any reason will be subject to a change order agreement and subject to RBC scheduling availability.

RBC is a niche company in high demand for its services. All scheduling should be confirmed (4) weeks in advance from any desired start or arrival dates. All other requests will be subject to RBC availability to mobilize for "last minute" or ill prepared scheduling. RBC will not be held liable for any failures by "Contractor" to abide by RBC scheduling procedures.

RBC employs a strict policy of progress sign offs. It is required that an authorized rep from "Contractor", architect, owner or owner rep be present. Failure to comply will require RbC to proceed at its own discretion. If a project is "stopped" due to non-compliance the project will be resumed at RBC availability. If the overall project proceeds to a point beyond the initial scope, a change order will be issued to compensate. Note, proceeding with construction of finished materials prior to re-scheduling the proper installation of RbC work can and will have a negative effect in the final outcome of RBC finished product and ability to properly perform its scope of work. Please see item (1) in GC checklist attached.

RBC requires sole access to its work areas. Work areas must be cleaned of all debris and prepped prior to RBC arrival. Once on-site no other crew, tradesmen or laborers should be allowed into an RBC designated area. Our work areas must remain clean at all times. This a quality concern as much as a liability. RBC work areas are considered hazardous. Highly flammable materials, high voltage and large, heavy items are but a few of liability concerns present on an RBC jobsite and prohibit the inclusion of other non RBC members in our work area. Any failure of "Contractor" to not manage RBC work area will be 100% the liability of the "Contractor". It is at the discretion of RBC to cease/halt progress and re-schedule at "Contractors" expense if these and all other requirements are not met.

Sufficient lighting should be provided for RBC to adequately perform its work in all areas. Failure to do so will result in delays and fees to provide and set up lighting.

RBC installs its projects with a close regard for written specifications. If none is provided RBC will defer to the written spec contained in this document packet. Any alteration request from specification will require approval and may result in necessary change orders, RFI and ASI documents. Approval of final process will be required in the form of a signed sample document outlining and displaying the installation process.



## **Riverbed Concrete: Concrete Countertop General Information and Agreement Form**

This form is meant to inform our prospective and current customers of the properties of Riverbed Concrete pre-cast concrete countertops.

1. There is no one perfect sealer for concrete countertops. There are few sealers formulated for the specific use as a concrete countertop sealer. Sealing concrete countertops is a balance between function and aesthetic. Our Hill Country Finish is sealed with a Solvent Acrylic sealer, and our Premium Finish is sealed with a 2 part Water Based Urethane sealer, which we feel exhibits the performance for the chosen finish type, leaving the surface looking natural without a "thick" coating. Our countertops are stain resistant, not stain proof. Spills should be cleaned as soon as possible to avoid staining (some acids will stain the counter immediately). Chemical cleaners should never be used on a concrete surface as they can damage or remove the sealer. Riverbed Concrete's General Cleaner is recommended for use when cleaning the surface. The development of a patina should be expected. This patina, created by everyday use, is a desirable attribute to our products. The patina will create a richer, more interesting visual surface over time.
2. For best results we recommend the application of carnauba wax on a regular basis. Wax is a sacrificial surface protectant, which will assist in the prevention of staining and etching. Wax will help protect the sealer, which in turn protects the concrete. It also deepens and improves the countertop color. A wax schedule should be established between parties based on the use of the countertop. Wax and / or sealer may need to be professionally reapplied by Riverbed Concrete to restore proper protection on countertops experiencing heavy use.
3. Concrete countertops may develop small, non structural cracks. These are usually a result of cabinet settling. The most common areas for cracks to develop are around sink and faucet cutouts. Our countertops incorporate extensive reinforcement utilizing micro fiber technology. In addition, our countertops are infused with chemical additives to increase flexural and compressive strengths. All of our pre-cast countertops are cast using vibrating tables. Vibrating the concrete creates a denser, stronger, more consolidated material. With the above precautions there is still no way to guarantee that a countertop will not crack. There is the old adage, "if it ain't cracked it ain't concrete". At the end of the day, our products are still made of concrete, no matter how sophisticated. We emphasize that the development of a crack does not disrupt the performance or structural properties of the countertop.
4. Seams in precast countertops are control joints, allowing adjacent slabs to move or deflect due to structural movement of the house and cabinets (often driven by seasonal humidity changes or simply due to settlement of a new structure). Resilient seams allow movement without stressing the concrete. Rigid epoxy seams, while looking very nice and allowing a near seamless look, are actually too strong and too rigid in some cases. Because the ends of abutting slabs are simply glued together with epoxy, any flexure or deflection is transferred across the joint, causing tension and compression in the concrete. But because the countertop reinforcement is not continuous across the joint, any tension forces are resisted by the concrete alone. The common result is a crack which will form immediately adjacent to and parallel with an epoxy joint.
5. Riverbed Concrete diamond polishes and / or hones all of its surfaces. This produces a very attractive sheen. Our countertops can be ground using more aggressive diamond matrixes to expose varying degrees of aggregate. If desired an exposed aggregate finish needs to be specified while placing the order. If no special instructions are given for the process, the countertop will receive our proprietary Premium or Hill Country finish as indicated.
6. Our products are colored individually, and there are no guarantees on an exact color match between individual pieces. This is particularly true on large projects which need to be cast at different times.



7. Riverbed Concrete countertops are manufactured at a standard thickness of 1.75” - 2” thick. They are constructed of several custom concrete recipes developed extensively to meet our very strict structural and visual specifications.

8. We think of each piece as functional art. Each countertop, sink, or custom order is meticulously hand crafted by craftsmen, dedicated to the art of transforming the everyday industrial material of concrete into a truly one of a kind final product. Our pieces are sculptural, expressive, and hand crafted and should be treated with care and appreciation.

9. In consideration of the mutual promises set forth herein, Riverbed Concrete covenants and agrees that it shall perform services rendered in a timely, professional manner, providing quality results set to Riverbed Concrete standards.

Any claim or controversy arising among or between the parties hereto and any claim or controversy arising out of or respecting any matter contained in this Agreement or any difference as to the interpretation of any of the provisions of this Agreement shall be settled by arbitration in the city of Boerne, Texas by Three (3) arbitrators under the then prevailing rules of the American Arbitration Association.

In any arbitration involving this Agreement, the arbitrators shall not make any award which will alter, change, cancel or rescind any provision of the Agreement and their award shall be consistent with the provisions of this Agreement. Any such arbitration must be commenced no later than sixty (60) days from the date such claim or controversy arose. The award of the arbitrators shall be final and binding.

Please sign this form to indicate that you have been presented this information.

Print: \_\_\_\_\_

Sign: \_\_\_\_\_