

Troubleshooting Guide... depotestimator.com makes getting an accurate estimate quick and easy. However, all projects are different and you may find yourself asking a few questions during the process. Please take a moment to browse through the following scenarios. You may find that your question has already been answered.

• **Why should I use depotestimator.com?**

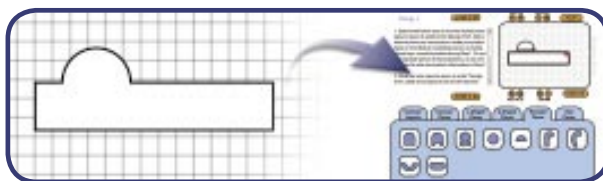
depotestimator.com gives you the power to create your own accurate estimate, plan your project at your convenience, and proceed with your project by simply printing your estimate and bringing it to Home Depot—without ever having to wait for a salesperson. By simply visiting www.depotestimator.com, you can begin planning your project today.

• **I completed an estimate on depotestimator.com, now what do I do?**

To proceed with your countertop project, simply print your estimate and bring it to a Home Depot near you, where a knowledgeable associate will use your information to proceed with your order.

• **What if my countertop shape isn't available online?**

If you cannot find a countertop shape on depotestimator.com that resembles your current or desired shape, you can combine shapes to create your own. Browse through the catalog of shapes by clicking on the various tabs and choose two or more pieces that, when placed together, form the countertop you need. If your countertop cannot be formed this way, fax the Design Grid Page with your layout sketch to 651-430-3411 and one of our associates will add your shape to the program.



• **What if my countertop has multiple levels?**

If your countertop is multi-tiered, or has multiple levels, treat each level as its own piece. It is important to remember that, for estimating purposes, it is not necessary to display your pieces in the correct orientation or size. Simply create a separate piece for each level and sketch them out on your Design Grid Page in whatever way makes the most sense to you.

• **Will the polished finish on appliance borders cost me extra?**

No. Appliance borders are fabricated with polished straight edge finish that comes at no extra charge to the customer.

• **What if my backsplash is not uniform in height or does not extend the full length of my countertop?**

If your backsplash varies in height to accommodate windows, cabinetry, or other obstacles, or if your backsplash is of different length than your countertop, create your backsplash as a separate piece. When doing this check backsplash sides that border a countertop, a wall, or a cabinet as bordering a wall (mark these sides in your sketch with a “W”), and check all other sides as bordering an appliance (mark these sides in your sketch with an “A”) to achieve the proper pricing for the piece.

• **How accurate will my estimate be, and why do my dimensions need to be as precise as possible?**

All Silestone orders with Home Depot include professional measurement, and the final price of your project will be determined by the on-site measurement. Therefore, while the dimensions you enter on depotestimator.com will not determine how your order is fabricated, providing precise dimensions and other project information can minimize differences between your depotestimator.com estimate and the final price of your project.

• **What if the program will not allow me to move on to the next step?**

If the program does not allow you to move on to the next step, check to make sure you have entered all of the necessary information. The program is designed to ensure that all the information necessary to obtain an accurate estimate is entered, and at some stages the program will not allow you to move on until all information has been entered for that step.