

## WHAT TO EXPECT WHEN YOU'RE EXPECTING CABINETS

Many people have questions about what goes on from design through installation and we hope to answer a few of the big ones here! We want you to feel comfortable and confident through the entire process so if something isn't answered here feel free to call us at any time!

**\*Please note that all 'timelines' start when we have all applicable information and you have agreed to and signed the purchase agreement. Please see the Notes section for further information\***

**Step 1.** We usually start the design process by looking at your house plans or measuring your space and talking with you about the main features you would like to see in your cabinets. Sometimes this step will need to be repeated during remodels if the space is being changed.

*\*Please note that we cannot account for changes to your space during a remodel if we cannot measure that space in its final form which may result in cost and timeline modifications\**

**Step 2.** After we have the measurements we can start working on a design. It's completely normal to not know exactly what you want at this point, but we always try to incorporate any general design styles you may prefer into our initial design if given the information. It's always good to know things like what general style of door you like (simple or more detailed), do you prefer lots of drawers, or would like a built-in pull-out trashcan or other accessories? We would like to incorporate anything you know that you would like to see in your new kitchen or bathroom.

**Step 3.** When we have a finished design, we will send you a layout with measurements and some 3D drawings so you can see and understand the design just as we do. Please remember that our initial designs are just a starting point. You won't hurt our feelings if you don't like them very much so please let us know! We actually like getting our designs sent back to us covered in red ink because that means you are as involved and excited as we are and are starting to have a closer understanding of what you want.

If you or your contractor would like we can get a cost estimate together at this point to send along with the initial layouts and 3D drawings, but it may or may not reflect the final pricing based on how close our designs are to what you actually want and the given space.

**Step 4.** After you give us your honest opinions about the designs we will repeat Steps 2 and 3 until you actually like what you see.

Unfortunately cost is usually a factor in deciding on the final design so during this phase we want to help you get the most out of your dollar so you can not only love your new cabinetry, but also feel good about the price.

If your home is still under construction or undergoing modifications it can be very hard to give a final price until we get to measure., but we can get close.

**Step 5.** Or maybe 2 or 3 or 4. We measure the home. We will come and measure the space when its framed up or modified. If you are going to go a little 'off-plan' with your cabinetry design its always good to get this measurement as early as possible so we can alert the plumbers and electricians to any changes or discuss things with your builder to ensure that we aren't breaking your budget.

If you are doing a home renovation we may have already measured once, but even if we have already measured its always good to double check ourselves and make sure that the design we have come up with works well in your home. Unfortunately, We are only human and occasionally that means overlooking small details like existing trim type or electrical and plumbing fixtures that weren't initially important to the design. We want the installation to go as smoothly as possible and the finished product to match your expectations, so we always try to check behind ourselves.

**Step 6ish.** (the one after measuring a new or modified home) We ensure that our earlier designs work in the actual space! We will make any (usually very small) changes necessary to fit the exact dimensions of your new home and get a final price to you or your contractor.

*\*Please notify us as quickly as possible if any changes are made to the plans or modifications to the structure differ from what was expected. This allows us to make any changes necessary in a timely manner and avoid issues during the installation.*

**Step 7.** We are ready to draw up and send your purchase agreement! We will need ALL of your cabinet selections before sending the purchase agreement. For 99% of jobs all of the needed information is outlined in the 'Purchase Agreement Checklist'. After you have read and signed your purchase agreement please send it back to us. We ask for 50% of cost of the job at this time.

**Step 8.** Waiting..... This is never the fun part, but we usually stay very busy and there will be a wait that starts when you sign the purchase agreement. **This is the official start of your 'timeline' to get your cabinets.** Please ask us about our best ESTIMATE of your timeline. We can only give an estimate of our timeline at any moment and it is always changing based on a wide variety of factors outside of our control. Please bear with us during this time – we promise you haven't been forgotten. Feel free to call us during this time and ask for an update.

*\*Please note that if you have ordered semi-custom cabinets we will likely have a more solid timeline estimate, though even this can be affected by backorders and shipping delays\**

*\*Please note that if you have ordered custom cabinets we will need your farm/apron front sink at our shop no later than three weeks prior to the expected install date to build your sink cabinet to fit.\**

*\*Please note that if you have ordered semi-custom cabinets and are using a farm/apron front sink we will need it on site the day of the install. Please plan accordingly. \**

**Step 9.** Install day! Once we have built or received your cabinets in our warehouse we will deliver and install them when you or your contractor is ready for us. Depending on the type of cabinets (custom vs. semi-custom), at the end of the install things may look a bit off. The doors and drawer fronts might be crooked, there may not be any trim, and the hardware might not be installed. In other words – It will possibly look like a complete mess. Don't worry! It will be OK! There are some things that may not be finished until some of the other sub-contractors do their job like installing some molding, aligning your doors, and putting on hardware.

*\* If you have ordered semi-custom cabinets and are using any built-in appliances we will likely need to modify the cabinets to fit the individual appliance.\**

**Step 10.** We come back and finish up. After the countertops are installed and any other plumbing, electrical, or other necessary work in the area is completed we will come and finish installing any missing trim, align doors, install hardware, and finish up anything else that wasn't completed earlier. After we complete the install we will send you or your contractor an invoice for the remaining amount (50% in most cases).

**Step 11.** You enjoy your cabinets! Your custom cabinets come with a one year warranty so please let us know if you are having any issues. (please see manufacturer warranty for length and scope of warranty for semi-custom cabinets)

A few notes – some of which I'm just repeating:

- **\*\*\*We can't order the materials for your cabinets until ALL of your selections are determined. We are also unable to schedule the production of your cabinets in our shop until we have all of the necessary information. For this reason, your 'timeline' starts when we have all of the information about your cabinets, hardware, etc. and you agree to and sign the purchase agreement. If you have signed the purchase agreement and have not provided ALL of the applicable information your timeline will be extended. \*\*\***
- Your 'timeline' estimate is only an estimate based on our current workload and can change. We can only give an estimate of our timeline at any given moment and it is always changing based on a wide variety of factors outside of our control.
- For semi-custom cabinets - We need all farm/apron front sinks to be on site the day of installation.

For custom cabinets – We need your farm/apron front sink (*listed on the Customer and Home Information Sheet*) at our warehouse at least three weeks prior to the expected install date in order to build your sink base to properly fit.

- Cabinet drawings may not always show the finish or door style selected. Our drawing software isn't perfect and the drawings are mainly to show the layout/placement of your cabinets and appliances. We also can't draw inset doors with our software, but we will provide any information you request about your inset cabinets. **There will likely be additional information about your cabinets on the layouts provided that may not be shown in the drawings.**
- We **do not** do any electrical or plumbing. We are not licensed to do these things so please plan accordingly. We will be happy to give advice about when and for what purpose a plumber or electrician may be needed if you ask.

- We **do not** do demolition unless otherwise specified.
- If you prefer a stained cabinet please let us know what type of wood and finish you would like as soon as you have this information. Due to the huge combination of available wood species and stain finishes we don't keep a full stock of samples and often have to make one just for you which can take some time. **This can hold up the process when not decided early enough resulting in longer wait times.**