

WHAT TO EXPECT

WE WANT TO MAKE YOUR EXPERIENCE AS EASY AS POSSIBLE; THESE ARE THE STEPS WE USUALLY FOLLOW:

- 1 Once we receive the 50% deposit and the proposal is signed, we will process the order.
- 2 Typical Lead time is 4-6 weeks. Extended lead times may be required for specialty products and or finishes.
- 3 We will call you to book an appointment for the delivery and or installation approximately two weeks before the project is ready. The delivery typically occurs a day or two before installation.
- 4 You will get an automatic phone message a day before the delivery. If you are not ready or something has changed in the layout, please call us **(559) 294-7007**.
- 5 If we are completing the installation, our installer(s) will arrive between 7 am, and 8 am. We will require access to electrical power. Please notify us if we need to bring a generator. Please visit <http://www.cabinetconnection.com/support.php#video> if you have any questions regarding the installation.
- 6 Balances due may be COD (upon delivery of the product), or with approved credit (net 30 days from delivery). Our customers may withhold a 10% retention if:
 - A. Missing or damaged parts/pieces.
 - B. Any product the client is not ready to have delivered/installed.
- 7 Additional storage fees may apply if cabinetry has been stored more than 60 days from the inbound date.
- 8 Prepare your area. Our installers take pride in their work and attempt to be as clean as possible, but due to the nature of their work it can be expected that dust, shavings, small pieces of wood will be present upon completion of their installation. For an additional charge we can arrange for a cleaning company to visit your home and clean the inside and outside of your cabinetry, so they are ready to be used.
 - A. Block off doorways leading to other areas.
 - B. Close any vents located on the same floor.
 - C. Cover your furniture with blankets or tarps.
 - D. Remember that we are only installing the cabinets, we don't install countertops, tile, electrical or plumbing.
- 9 As several other trades will follow the installation of your cabinetry (plumbers, electricians, countertop suppliers) it is not unusual for us to make a follow-up trip to adjust or modify a component that has been worked on by another trade. Please read our Product Awareness Guide to be more familiarized with the quality expectations of your new cabinets.
- 10 Scheduling and availability of personnel may vary, Please provide our scheduling department with as much notice as possible for any delivery or installation.
- 11 If you have any questions, contact your Sales Advisor or our Customer Service Department at **(559) 294-7007** or service@cabinetconnection.com.



PROUDLY DISTRIBUTE

