

# Welcome

## PROJECT GUIDE



## REMODELING EXPECTATIONS

### DESIGNS SPECIFICALLY FOR YOU!

Heritage Kitchen and Bath is family owned and operated by Joe, Maggie and Adam (AJ) Oestereicher. With their cumulative **70 years of experience** in the design and renovation industry, this family team takes great pride in helping transform your home into the dream space you desire. Our goal is always to guide

our customers through the process with the same care we would a member of our own family. We believe in the mantra “The journey is just as important and the destination”. The TEAM at Heritage Kitchen and Bath looks forward to establishing an enjoyable and friendly working relationship with you.

#### Products & Services

Learn about how we can help you with any part of your kitchen & bath project.... From concept to completion!

#### Process & Timeline

We are here for you along the way, and we want you to know what to expect. Get a clear picture of what to plan for.

#### Credit Card Policy

Be sure to read and understand our credit card and payment options so there are no surprises once your ready to get started!



## Contact Info

### SHOWROOM:

#### LOCATION:

2745 Industrial Lane #101  
Broomfield, CO 80020

#### HOURS:

Monday-Friday  
9am-3pm  
Or by appointment

Saturday/Sunday  
Closed or by appt.

### CONTACT US:

P: (303) 665-7726

E: [info@heritagekb.com](mailto:info@heritagekb.com)

W: [www.heritagekb.com](http://www.heritagekb.com)

## Products and Services

At Heritage Kitchen & Bath, we take pride in our ability to offer a "One Stop Shop" for all of your kitchen and bath design needs. We can help with everything from:

- KITCHEN/BATH DESIGN
  - free design services
  - 3D rendering of your project
  - one-on-one materials selection from our extensive showroom or approved suppliers
  - layout and seam placement recommendations for countertop and tile projects
- CABINETRY
  - Choose from our unique lines of high quality and custom cabinetry lines including:
    - Crystal Cabinet Works
    - Decora
    - Vantage by KraftMaid
    - Yorktowne
    - Kemper
- STONE FABRICATION
  - Granite
  - Marble
  - Quartz
  - Soapstone
  - Other natural materials
- STONE TILE
  - Granite
  - Marble
  - Slate
  - Travertine
  - Limestone
  - Other natural materials
- CERAMIC TILE/OTHER
  - Standard and Designer ceramic tile
  - Glass tile
  - Glass block
  - Custom murals and intricate designs



## CABINETS

### ◆ Process, Timeline, and Resources ◆

#### Measurement and Design:

- ✓ Our team will visit your location to discuss concept and take initial measurements.
- ✓ Visit our showroom to make final decisions on your cabinet design, see door options in person, and choose from thousands of options to make your project as unique as you are.
- ✓ Our team will get right to work creating the full design of your space using 20/20 design software to allow for detailed drawings and 3D renderings
- ✓ Final designs will require client approval prior to ordering

#### Options for Every Budget:

We are proud to offer four trusted cabinetry brands that will be sure to meet any budget:

- ✓ **Kemper** is our mid-level line. It offers great quality at a reasonable price, with more customization. Now available in frameless and full view, Kemper now offers a cost-effective frameless option.
- ✓ **Decora** is one of our premium lines. It is fully customizable, so the sky is the limit on options and price point. It offers upgraded construction and finishes with almost unlimited accessories. You dream it, we can do it with Decora.
- ✓ **Vantage by KraftMaid** offers a little bit of everything. Its fully customizable line offers

the latest trends in accessories, and colors while maintaining the quality and price you expect from the brand.

- ✓ **Crystal Cabinet Works** is our fully custom line where your dreams have no limits. Crystal is a highly renowned line with a great reputation. They offer a full line of wood species with everything from walnut, to bamboo, to beech, and more. Combine that with their framed or frameless construction, and endless color and finish options, we can accommodate any fully customized design in Crystal.
- ✓ **Yorktowne** allows for high quality construction with an abundance of door styles and color and stain combinations. With Yorktowne, you can choose any door style and finish you like, with the freedom to float between different construction options. With this unique ability, you can get creative while still being cost conscious.

### OUR TRUSTED CABINETRY BRANDS:

Visit the online catalogues to get great design ideas and learn about current trends!



### Pricing and Payment Schedule:

- ✓ Initial estimates will ONLY be provided based on measurements and design provided by one of our team members and will include ESTIMATED values for materials and installation until final materials are ordered.
- ✓ Because each of our cabinet lines are priced differently, and each have very unique and specific options, a different estimate will be required for each line of cabinetry. Please know that estimate and design fees are only complementary for up to one design concept with one cabinetry line (unless otherwise approved by a staff member) and will not be released until cabinet orders have been placed. Should you choose to compare multiple lines, multiple designs, or request us design a project for you to use independently or with outside vendors or contractors, design and consultation fees may apply.
- ✓ We will require a **FULL CABINET MATERIALS PAYMENT** to be paid at the time of cabinet order.
- ✓ All labor and installation payments, in addition to any other construction or product payments will be require a 50% deposit at the time of the cabinet order to hold installation schedule with full payment required on the date of installation of cabinets.
- ✓ If demolition and/or additional services are included in final job, each component will be subject to separate payment schedules. See "Countertop" and "Tile" sections for details on payment schedules for those items if applicable.

**Planning and Timing:**

- ✓ Measurement and design appointments will be scheduled with you on site to start your project
- ✓ Visit our showroom for review of all materials and cabinetry choices as necessary.
- ✓ Final review of design and concept may be scheduled either on site, or at our facility. Client must make final approval, and payment for cabinet materials must be made in full before order will be placed.
- ✓ Cabinets usually take 4-6 weeks for ordering and delivery\*

\*Holidays and busy times of year may affect your ordering and delivery timing

- ✓ Installation will be scheduled to best coincide with the arrival of your cabinetry

**Preparing for your measurement/concept appointment:**

- ✓ Have a budget ready for our team to best guide you on the cabinetry line that will best match your budget plan.
- ✓ It helps to be prepared with any ideas or drawings you have – and be willing to send them with our design team.
- ✓ We will review all of the ideas you have, space requirements and constraints, and construction recommendations with you at your initial appointment. These details may shift once official designs are created but we will do our best to accommodate your requests, and bring to light any potential issues as soon as they arise.

**Preparing for your installation appointment:**

- ✓ IF CLIENT IS RESPONSIBLE FOR DEMO & PLUMBING:
  - All cabinets, mirrors, applicable backsplash, sinks and appliances must be removed from the space that cabinets are to be installed
  - All new plumbing and fixtures must be in place before installation can be completed
  - All new appliances are recommended to be onsite to confirm fit and placement
- ✓ IF HERITAGE KITCHEN & BATH IS RESPONSIBLE FOR DEMO & PLUMBING:
  - All cabinets must be cleaned out and appliances must be removed unless approved
  - All new fixtures, sinks, and appliances must be on site for installation
- ✓ Any tear out/installation process includes the risk of minor damage to drywall, cabinets, etc. These are considered incidental damage and are the customer's responsibility to repair.
- ✓ Expect some dust from the installation.

**FINAL PAYMENT IS REQUIRED UPON DELIVERY/INSTALLATION**



## Credit Card Policy

As a small business, we understand the value of credit card reward programs and are happy to accommodate credit card payments. However, please know that we work hard to keep our prices reasonable and competitive.

As result, we charge a 3% processing fee

on all credit card transactions to cover the fees charged to us by the credit card companies. Please keep in mind that we accept cash or check payments at no additional charge.

# NOTES





# COUNTERTOPS

## ◆ Process, Timeline, and Resources ◆

### Natural Stone Selection:

- ✓ We are happy assist you in the material selection.
- ✓ Once your choices are narrowed down to stone type and color, we will give you a list of recommended stone suppliers where you will make an appointment to visit and purchase your actual pieces.
- ✓ Materials must be selected and on hold under the client name at the supplier prior to setting template appointment.

### Quartz Selection:

- ✓ We are happy to assist you in the material selection.
- ✓ We offer 10 brands of the highest quality Quartz and all selection can be done directly from our showroom - no need to visit the suppliers directly.
- ✓ Samples are available for check-out to see in your home before final selection
- ✓ Materials to be selected prior to setting template appointment.

**Pricing and Payment Schedule:**

- ✓ Initial estimates will be provided based on general measurements provided by either you or one of our team members and will include ONLY ESTIMATED values for materials and fabrication until final materials, edge profiles, and job specifics are decided.
- ✓ Once materials are selected and placed on hold with the supplier, please notify our team and we will verify pricing of your materials, and finalize your invoice to include fabrication and confirm with you.
- ✓ We will require a **COUNTERTOP PROJECT DEPOSIT\*** to be paid at or before the template appointment

\*COUNTERTOP PROJECT DEPOSIT = cost of materials – **OR** – 50% of the total project estimate – whichever is greater

\*NO MONEY WILL EVER EXCHANGE HANDS AT SUPPLIERS

- ✓ Final payment will be requested upon delivery & installation completion

**Planning and Timing:**

- ✓ Template appointments will be scheduled as soon as we are notified that your materials are on hold at the supplier.
- ✓ Template appointments will be scheduled within a 2 hour window\* by our scheduling team.  
\*PLEASE NOTE: Template appointments are based on availability and are completed during our normal 9am-5pm hours of operations.
- ✓ Fabrication usually takes 10-14 working days but will be dependent upon special requests, specific project requirements and any demo/construction time to be done by our team.
- ✓ If you wish to view the slab and go over placement, or seams this will be scheduled at our fabrication facility upon delivery of your materials.
- ✓ You will be contacted for an installation date will be set once fabrication is complete.

**Edge Profile Choices:**

 NL1 Standard Eased	 NL2 Small Round	 NL3 Medium Round	 Standard Edges  Premium Edges
 NL4 Eased Top & Bottom	 NL5 Small Round Top & Bottom	 NL6 Full Bullnose	
 NL7 Demi-Bullnose	 NL8 Dupont	 NL9 Roman Ogee	
 NL10 Small Cove	 NL11 Medium Cove	 NL12 Large Cove	
 NL13 Small Bevel	 NL14 Medium Bevel	 NL15 Large Bevel	
 NL16 Double Bevel	 NL17 Pencil	 NL18 Dupont w/ Stepped Cove	
 NL19 Hand Chiseled	 NL20 Ogee w/ Stepped Bullnose	 NL21 Triple Pencil	<p>All other edges are available by request but may require special order for tooling. Please note that special orders may affect price and timeline for your project.</p>



**Preparing for your template appointment:**

- ✓ All countertops must be clean and clear. Remove any appliances from counters and appliance garages.
- ✓ All lower cabinets must be permanently installed and level to 1/8".
- ✓ All sinks must be onsite at the time of template. If you have selected an under mount sink, we will pick-up and deliver it to our fabrication team. Your sink will be used to cut and polish the sinkhole specifically for YOUR sink.

**Preparing for your installation appointment:**

- ✓ Please clean out all cabinet bases.
- ✓ Remove your appliances from your kitchen to a safe area.
- ✓ Wall mounted mirrors in bathrooms must be removed for (unless purchasing tear-out & disposal).
- ✓ Your faucet(s) need to be on-site at the time of install for installers to drill faucet holes. Clients must be available and onsite at time of installation go over faucet placement with installers.
- ✓ All plumbing/sink(s) must be disconnected and removed (unless purchasing plumbing package)
- ✓ If installing a cook top stove, the appliance must be on-site at the time of installation for the installers to cut cooktop opening.
- ✓ If your project includes an over-hang, tops must be supported by approved corbels or other support system and those must be in place at the time of install (unless purchasing support)
- ✓ Seams on the countertop are often needed and may be somewhat visible. We will make every effort to make them as discrete as possible.
- ✓ Existing tile backsplash will seldom meet the height of your new countertop. \*Normally a gap of up to 1/4" can be expected.
- ✓ Although we take the upmost in care the tear out/installation process includes the risk of minor damage to drywall, cabinets, etc. These are considered incidental damage and are the customer's responsibility to repair.
- ✓ Expect some dust from the installation.

**FINAL PAYMENT IS REQUIRED UPON DELIVERY/INSTALLATION**

## Credit Card Policy

As a small business, we understand the value of credit card reward programs and are happy to accommodate credit card payments. However, please know that we work hard to keep our prices reasonable and competitive.

As result, we charge a **3% processing fee**

on all credit card transactions to cover the fees charged to us by the credit card companies. Please keep in mind that we accept cash or check payments at no additional charge.

# STONE SUPPLIERS

## 1. THE STONE COLLECTION

(303) 307-8100  
10000 E 45<sup>th</sup> Ave.  
Denver, CO  
[www.thestonecollection.com](http://www.thestonecollection.com)

## 5. BEDROSIANS

(303) 722-2200  
14155 East 42<sup>nd</sup> Ave. – Suite 70  
Denver, CO  
[www.bedrosians.com](http://www.bedrosians.com)

## 2. GALLERIA OF STONE

(303) 515-2906  
12655 East 42<sup>nd</sup> Ave.  
Denver, CO  
[www.galleriaofstone.net](http://www.galleriaofstone.net)

## 6. COSENTINO CENTER

(720) 480-7114  
12425 42<sup>nd</sup> Ave - Building F, Suite 50  
Denver, CO  
[www.northamerica.cosentinocenter.com](http://www.northamerica.cosentinocenter.com)

## 3. ARIZONA TILE

(303) 574-2990  
10100 East 45<sup>th</sup> Ave.  
Denver, CO  
[www.arizonatile.com](http://www.arizonatile.com)

## 7. GRANITE IMPORTS

(303) 733-1444  
1301 South Platte River Dr.  
Denver, CO  
[www.graniteimports.net](http://www.graniteimports.net)

## 4. CROSSVILLE TILE & STONE

(303) 759-1919  
5800 East Jewell Ave  
Denver, CO  
[www.crossvilletileandstone.com](http://www.crossvilletileandstone.com)

## 8. DAL TILE & STONE

(303) 722-2800  
852 South Jason Street - #8  
Denver, CO  
[www.daltile.com](http://www.daltile.com)

## 9. MS INTERNATIONAL, INC.

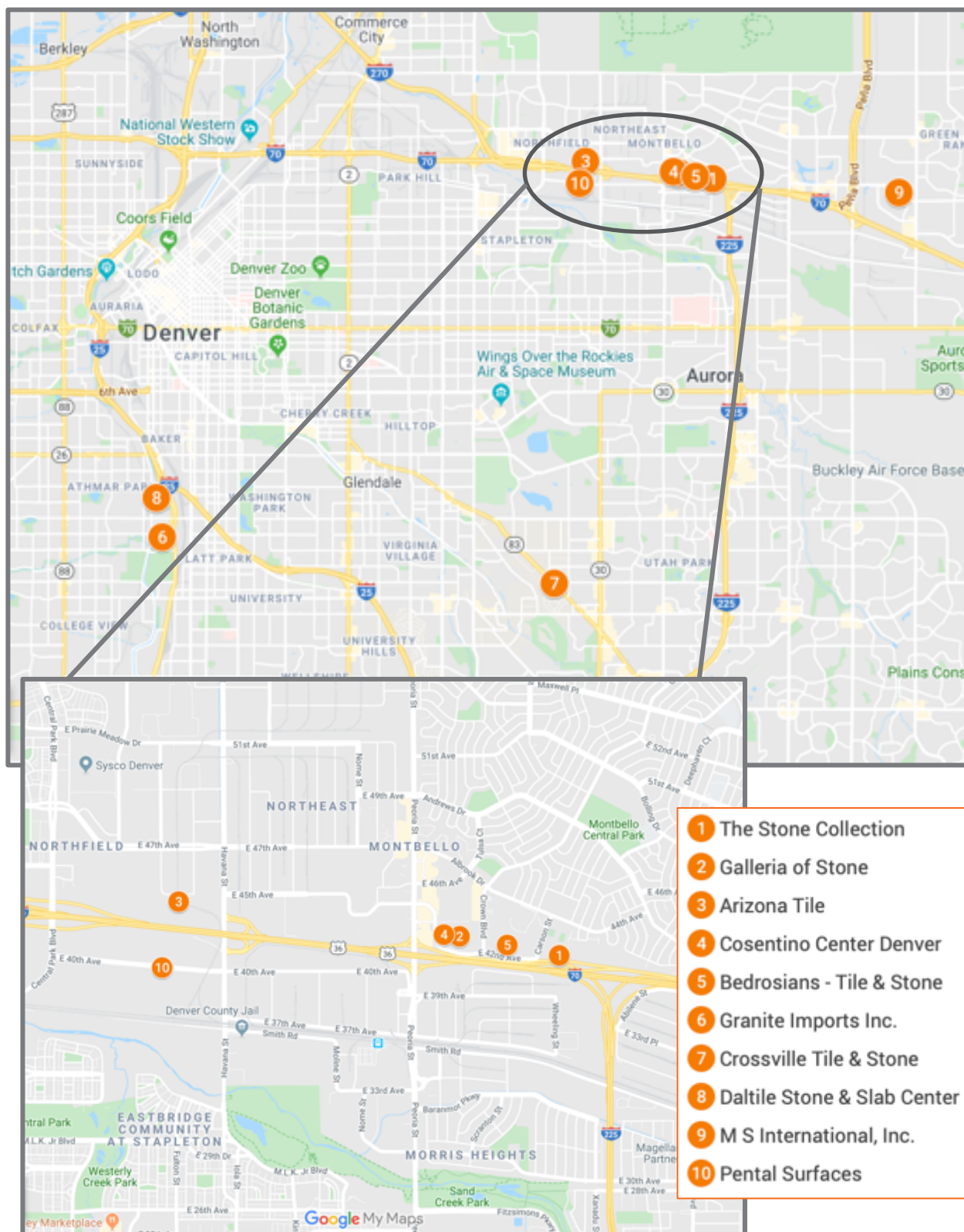
(720) 624-2700  
18250 E 40th Ave #30  
Aurora, CO  
[www.msistone.com](http://www.msistone.com)

## 10. PENTAL SURFACES

(720) 512-4200  
10000 E 40th Ave  
Denver, CO  
[www.pentalonline.com](http://www.pentalonline.com)

### PLEASE NOTE:

Our stone suppliers are grouped by location only. We do not promote or recommend any supplier over another for any reason other than visit planning and convenience.



# NOTES



# TILE

## ◆ Process, Timeline, and Resources ◆

### Getting started in making your tile choices:

- ✓ We are happy assist you in the material selection.
- ✓ Many samples available in our showroom. Once your choices are narrowed down to tile type and style, we will finalize your choices of what we have available in our showroom or give you a list of recommended stone suppliers where you will make an appointment to visit and purchase your actual pieces.
- ✓ Materials must be selected and on hold under the client name at the supplier prior to setting installation appointment and finalizing estimates

### Tile types and options:

- ✓ Natural Stone
- ✓ Ceramic/Glass
- ✓ Artistic murals
- ✓ Glass block

### Other common tile applications and construction options we can provide:

- ✓ Steam Shower
- ✓ Custom hand poured shower pans
- ✓ Niches and shelves
- ✓ Backsplash
- ✓ Fireplace surrounds



**Pricing and Payment Schedule:**

- ✓ Initial estimates will be provided based on general measurements provided by one of our team members and will include ONLY ESTIMATED values for materials and fabrication until final materials, design, and job specifics are decided.
- ✓ Once materials are selected and placed on hold with the supplier (or have been purchased by customer from a non-affiliated retail location), please notify our team and we will verify pricing of your materials, and finalize your invoice to include installation and confirm with you.
- ✓ We will require a **PROJECT DEPOSIT\*** to be paid at or before the installation appointment
  - \* PROJECT DEPOSIT = cost of materials (if we are responsible for ordering from an affiliated vendor) – **PLUS** – 50% of the total labor estimate
  - \*NO MONEY WILL EVER EXCHANGE HANDS AT SUPPLIERS
- ✓ Final payment will be requested upon installation completion

**Planning and Timing:**

- ✓ Measurement and design appointments will be scheduled with you on site to start your project
- ✓ Visit our showroom for review of all materials and cabinetry choices as necessary.
- ✓ Final review of design and concept may be scheduled either on site, or at our facility. Client must make final approval, and payment for tile materials must be made in full before order will be placed.
- ✓ Once materials are onsite, or delivered to our facility, installation will be scheduled to coincide with that arrival.
- ✓ Installation can be very different for each project but we will be able to guide you through your individual timeline once all material and measurements are complete.



INDIVIDUALLY HAND-PLACED TILE MOSAIC

# NOTES

[illegible]

# CONTACT US



## **SHOWROOM & OFFICE:**

2745 Industrial Lane #101  
Broomfield, CO 80020

## **HOURS:**

Monday – Friday  
9am-3pm (or by appt)

Saturday & Sunday  
CLOSED (or by appt)

**Phone:** (303) 665-7726

**Email:** [info@heritagekb.com](mailto:info@heritagekb.com)  
[www.heritagekb.com](http://www.heritagekb.com)

**CONSULTANT NAME:**