

Client Welcome Guide

We're excited to begin your project and honored you've chosen Burkard Custom Cabinets. This packet outlines what to expect as we move forward—our process, how we communicate, and who to contact—so everything stays clear, organized, and efficient from day one.

Meet Your Team & How Communication Works

To keep your project running smoothly and ensure quick, accurate responses, we follow a clear communication structure. While several team members contribute behind the scenes, all client communication is handled through Rebecca and Amie.

JobTread is our preferred method of contact to ensure the fastest response and clear, documented communication.

Rebecca Wolf – Project & Production Coordinator

Becca is your primary day-to-day contact and first point of communication for general project coordination. She helps keep your project moving by handling:

- Consultation scheduling
- Estimates and billing
- Production timelines
- Installation scheduling and coordination

➡ Please start with Rebecca for scheduling, invoices, timelines, and general project updates.

✉ rebecca@burkardcustomcabinets.com

Amie Kinderman – Lead Designer & Operations Manager

Amie oversees all design aspects of your project, including layouts, selections, revisions, renderings, and final quote documents. She also serves as a senior point of contact for more complex questions or concerns that require additional review.

➡ Contact Amie for design decisions, revisions, or if an issue needs a higher level of attention.

✉ amie@burkardcustomcabinets.com

Don Burkard – Founder & Master Cabinetmaker

Don oversees the business as a whole and brings decades of craftsmanship expertise to every project. He leads your on-site consultation, takes final measurements, and provides high-level oversight of cabinetry production to ensure quality and precision.

Don does not handle ongoing client communication and is involved directly only when necessary for highly complex technical or production-related matters.

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Our Process: What to Expect

Home projects can feel overwhelming—we're here to guide you through each step with clarity and structure.

1. Initial Consultation

We'll visit your home to discuss your goals, review functional needs, take preliminary measurements, and explore design options.

2. Preliminary Estimate

After the consultation, you'll receive a Detailed Project Estimate outlining the anticipated scope and projected cost of your project. This estimate serves as a planning and budgeting tool and may be refined as design details and selections are finalized.

3. Initial Deposit

Once the estimate is approved, a deposit invoice will be issued. Receipt of the deposit allows us to begin the design phase and work with you to finalize layouts, materials, finishes, hardware, and project specifications.

4. Design & Selections Phase

During this phase, we'll collaborate with you to finalize all project details. Project drawings, renderings, revisions, and material selections will be completed and approved before moving forward.

5. Final Quote & Approval

Once all project details have been finalized, you'll receive a Final Project Quote outlining the approved scope, specifications, and finalized project pricing.

Approval of the Final Project Quote authorizes the project to move from design into production planning. If the finalized project total exceeds the amount used to calculate the original deposit, an additional balance deposit invoice may be issued to bring the total deposit amount to 50% of the finalized project cost.

6. Production & Scheduling

After the Final Project Quote has been approved and all required deposit payments have been received, your project will be finalized within our production schedule.

7. Installation & Completion

Once production is complete, your project will move into the final delivery and installation phase.

Depending on the scope of your project, your cabinetry will either be delivered or professionally installed by our team. We will coordinate scheduling and communicate all relevant dates and expectations throughout this phase.

After delivery or installation is complete, we'll review the finished project with you and address any final questions. Your final invoice will then be issued in accordance with your project agreement.

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Your JobTread Project Dashboard

We use JobTread as the central hub for your project. It keeps everything organized, documented, and easy to access.

What You Can Do in JobTread

- View your project timeline and current phase
- Access estimates, quotes, and invoices
- Send and receive messages
- Upload photos, documents, and references

Getting Started

Once your project is set up, you'll receive an email invitation to create or log into your JobTread account.

Communication Best Practices

- JobTread is the preferred method of contact to ensure the fastest response
- All messages are documented so nothing gets missed
- Notifications will alert you to new messages or project updates—please check in regularly

Uploading Files

- Upload inspiration photos, plans, and reference documents anytime
- If you purchase items we'll install (faucets, hardware, fixtures), please upload receipts or spec sheets so we can verify compatibility

How to upload:

Go to the Documents section → Click Upload → Add a clear label (example: "Dishwasher Spec Sheet").

Need Help?

If you have questions about JobTread or need assistance, please reach out through your JobTread dashboard or call us at 484-619-3130. We're happy to help.

Thank You

We appreciate your trust and look forward to building something beautiful with you. For the fastest response and clearest communication, JobTread is always the best way to reach us.