

## Welcome to Burkard Custom Cabinets!

We're excited to begin your project and honored you've chosen us to bring your vision to life. This packet outlines everything you need to know about working with us—from our process and communication tools to project preparation and team roles.

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### Meet Your Team – Understanding Who to Contact

We want your experience with Burkard Custom Cabinets to feel personal, organized, and seamless. Here's how each member of our team supports your project—and who to reach out to if you have questions.

**Don Burkard– Designer & Founder** - Leads your consultation and helps create your custom design vision. Finalizes your design layout and meets with you during your final walkthrough. Reach out to Don if you have complex design questions or project concerns.

**Amie Kinderman– Director of Operations & Client Experience** - Guides you through the design process and helps you make final selections. Handles any design revisions, renderings, or change requests. You can contact Amie with billing questions, communication needs, or if anything feels unclear.

**Scott Yankovich– Project & Production Coordinator** - Keeps your project moving through the steps—from quote to production to installation. Following up with you for missing information, decisions, or install coordination. You'll hear from Scott regularly as your go-to for scheduling, selections, and updates.

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## **Our Sales Process: What You Can Expect**

At Burkard Custom Cabinets, we know that any home project—large or small—can feel overwhelming, but don't worry—we're here to guide you every step of the way! Whether you're tackling a full kitchen remodel or adding a custom built-in, our goal is to make the entire process as smooth and stress-free as possible. Here's how we'll take care of everything for you:

- 1. Initial Contact and Consultation**

We'll schedule a time to visit your home, take measurements, and discuss your vision. This helps us capture the full scope of your project.

- 2. Preliminary Estimate**

Following the consultation, a preliminary estimate tailored to your project will be prepared. This gives you a general idea of the cost, with the understanding that final design decisions may adjust the price slightly.

- 3. Initial Deposit**

Once the estimate is approved, an invoice for the initial deposit will be sent. This deposit secures your place in our schedule and moves the project into the design phase.

- 4. Design Decision Phase**

You'll be guided through selecting materials, finishes, and fixtures to finalize your design. Some choices may impact costs, and we'll keep you informed every step of the way.

- 5. Final Quote & Approval**

You'll receive a Final Project Quote that reflects all confirmed selections and design details. Once approved, we begin production.

- 6. Production & Scheduling**

Cabinet production and installation will be scheduled, and we'll keep you updated throughout the process.

- 7. Installation & Completion**

Our team installs your custom cabinetry with care and precision—whether it's a one-day built-in or a multi-week kitchen renovation. Once complete, we'll conduct a final walkthrough and send your final invoice.

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## Your JobTread Dashboard

JobTread is the online platform we use to manage your project from start to finish. It serves as your personal project hub—keeping everything in one convenient place. You'll be able to view timelines, access documents, send messages, upload files, and track your progress every step of the way.

### Getting Started with JobTread:

**Accessing Your Dashboard:** Once your project is set up, we will send you an email invite to access your JobTread dashboard. Just follow the link to create your account or log in, and you're ready to go!

**Navigating the Dashboard:** Your dashboard gives you a complete view of your project. You'll see the timeline, what phase we're in, any open tasks, and recent messages from the team—everything you need, all in one place.

### Communication:

**Messaging the Team:** Got a question or idea? You can send messages directly to us through JobTread. Whether you want to check on progress, share new inspiration, or confirm details, this feature makes sure we're all on the same page. It also keeps all communication documented, so everyone can see what's been discussed and keep the project moving forward.

**Notifications:** We'll send you updates on any new messages or changes in your project. Make sure to check in regularly so you're always in the loop!

### Adding Photos, Documents, and References:

**Uploading Photos:** Have a photo that perfectly captures what you're imagining? You can upload inspirational photos, progress shots, or anything else that helps us bring your vision to life. The more we see, the better we can understand what you want, and we love when clients share their ideas!

**Sharing Documents and References:** If you've got design references, floor plans, or any other documents that will help us create your dream space, feel free to upload them to your project folder.

Keeping everything organized in one place means we can easily review your ideas and make sure nothing gets overlooked.

**uploading Invoices and Receipts:** If you've already bought items like faucets, handles, or light fixtures that we'll need to install, make sure to upload the invoices or receipts. This way, we can double-check the specs and ensure everything gets installed just the way you want it.

- **How to Upload:** Go to the "Documents" section of your dashboard. Click "Upload," select your file, and give it a clear label (e.g., "Kitchen Faucet Receipt"). That way, we know exactly what it relates to, and it keeps everything nice and tidy!

## Need Help?

If you run into any bumps along the way, don't hesitate to reach out! We are here to help with any dashboard questions or project updates. You can give us a call at 484-619-3130, and we'll make sure you're all set.

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## Thank You!

We appreciate your trust and are here to ensure your project is a success. If you have any questions or want to share ideas, the best way to reach us is through your JobTread Dashboard. It's quick, easy, and ensures your message gets to the right person on our team.

We're looking forward to building something beautiful with you!