



## Cabinets Guide Sheet

Here at NWG we understand that purchasing cabinets and managing your home improvement project can be an overwhelming task. The following information is intended to shed light on the process which we follow at NWG. Hopefully after going through this information you will have questions answered and a clear and timely plan going forward. Our goal is to ensure the process of home improvement is as stress-free as possible through clear communication and clear expectations.

### Order of Operations:

- **Estimate**- This is the brainstorming phase. In this stage the customer brings a map of the areas in which cabinets will be installed in their project to our showroom. Your sales rep will then create a layout using software based off of that map provided. This layout will show a bird's eye view of cabinet placement as well as a front view. This is the appropriate time to select cabinet line and color. After a layout is made and cabinet line/color is selected, our sales team can give you an initial estimate of the cost to purchase and install based on what was selected. This is a good time to take the layout home and process whether you want to make any adjustments to the design and consult with your contractor if you're using one.
- **Deposit**- This phase sets the project in motion. After all the selections have been made and the customer is satisfied with the layout a 75% deposit is required to make the job live for project managers to review. When the deposit is placed it might take up to 1 business day to make the job live.
- **Check Measure**- This phase ensures that what has been designed will work in the physical space it was designed for. After the deposit has been made and the job is live for review the cabinet PM will contact the customer to schedule a time to come out to the site to complete a check measure (this can take up to 3 business days after job is live). Frequently dimensions and plans change during the building process which is why this is a critical step in the process. Any changes or potential risks that the PM sees on site during the check measure is noted and submitted back to the sales rep for review. Meeting with the PM onsite for the check measure is encouraged (but not necessary) because it can save customers time in approval of any changes that need to be made.

- **Approval/Ordering/Scheduling**- This phase is when the rubber meets the road and timeline is established. After PM submits notes/changes after visiting the jobsite, sales rep will then notify customers of any changes to the layout and require customer approval to finalize changes. This phase can potentially alter the cost of the project depending on the changes that were suggested by the PM and approved by the customer. Finalizing the changes and approval can take up to 3 business days.

Ordering follows approval. At this point an order is placed with our suppliers and the customers' cabinets are placed on a shipment schedule.

IMPORTANT TO KNOW: Depending on what cabinet line was selected, cabinets can take anywhere from 2-6 weeks AFTER THE APPROVAL/ORDERING PHASE to arrive at the cabinet shop here in Spokane WA.

After the PM is notified of the ETA of the cabinets, the PM will contact the customer and schedule a date for cabinet installation. Depending on the current volume of work at NWG cabinet install will be scheduled anywhere from 2-4 weeks after cabinets arrive at the cabinet shop.

- **Delivery of Cabinets**- Cabinets are delivered 1 business day prior to installation date. NWG cabinet shop manager will call and confirm the time of arrival.

IMPORTANT TO KNOW: NWG stages cabinets in their relative place they will be installed to assist our subcontractors with install the following day. We do not deliver cabinets to a garage or an unconditioned premise as this could cause cabinet doors to warp. The area in which cabinets will be staged needs to be clean and ready for installation the day the delivery takes place.

Any questions concerning Pick up/delivery of cabinets Text/call Shop Manager. Please include/have ready Job name and Sales Order Number in voicemails and texts to help speed up the process of locating your order.

**Shop Manager: Gene: (509)216-6298**

- **Cabinet Installation**- Depending on distance of the jobsite subcontractors will arrive between 8-10am. Countertop schedules are linked with cabinet installation dates, meaning as soon as cabinets are scheduled for installation countertop templates are being scheduled (typically 1-2 business days after cabinets are

installed). Any questions regarding cabinet scheduling or cabinet installation please call/text Install Project Manager: **Serge (509)481-1130**

### **Preparing for install**

The following checklist is a guide to let you know if your site is ready for cabinet installation.

- Floors are sealed. All areas of floors are sealed with subflooring with no joists visible.
- Drywall is installed throughout. Ceiling and wall framing is covered with drywall.
- Drywall is taped and textured.
- Walls and ceiling is primed and painted
- Plumbing and electrical are all routed to correct areas according to cabinet layout
- Areas which cabinets are installed are all cleared out of any trash and ready to be staged.
- Gate code/Lock box codes communicated to NWG for jobsite access.
- Jobsite has power and restroom

### **Terms and Conditions**

- **CABINET PACKAGING** - NWG does not take back cabinet packaging cardboard after installation. If the jobsite has a dumpster, installers will dispose of packaging and trash there. If the jobsite does not have a dumpster, installers will make one pile with cardboard and material cut offs. NWG does offer a clean up service, ask your sales rep about this service.
- **CABINET DELIVERY**- Jobsite driveways are to be accessible. It is the customers/builder's responsibility to have driveways accessible throughout the entire duration of delivery and installation process. If unplowed driveways or snow accumulation prevents NWG from delivering cabinets we will cancel delivery and an additional trip charge will be applied to your invoice until the jobsite is accessible.
- **CANCELLATIONS**- If the jobsite is not ready for the agreed upon cabinet installation/delivery date, it is the responsibility of the customer to notify NWG's install project manager or shop manager a minimum of 7 business

days before the agreed upon date. Failure to notify NWG in this timeframe will result in a weekly storage fee that will reflect on your final invoice.

Cabinets are built in advance, late notice cancellations result in backed up warehouse space. 7 business days notice allows us to postpone assembly of cabinets which frees up space in our warehouse. No charge is applied when notice is given within this time frame.

- APPLIANCES- NWG does not move appliances. It is the customers responsibility to move appliances out of areas where cabinets are to be installed and to move back and reconnect appliances.
- ELECTRICAL- NWG does not touch or move any electrical wiring.
- PLUMBING- NWG does not touch or move plumbing.

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Signature

Print Name

Date