



What to Expect During Your Installation

Thank you for choosing Cabinet Discounters, Inc. for your kitchen and bath remodeling project. Please find enclosed the ratified contract with the scheduled start date for your installation. While we meet the scheduled start date the majority of the time, there are circumstances beyond our control which might necessitate changing the start date. In the unlikely event this is necessary, you will be notified immediately upon Cabinet Discounters, Inc. learning of the delay. Please remember that any changes made after the signing of your contract may delay the installation date. It is our intention to guide you through this remodeling project with the least disruption as possible. Be assured that we are here to help you through this process every step of the way and if at any point you have questions or concerns, please do not hesitate to call the Installation Division at 301-621-8062 or 1-800-843-3732.

**Cabinet
Discounters**

DISTINCTIVE KITCHENS & BATHS™

Now That You Decided to Remodel Your Kitchen or Bath, We Wanted to Let You Know What to Expect During Your Remodeling Project.

Stage 1: Getting Ready for the Installation

- 1** Prior to us starting, please empty all existing cabinetry and store the contents in a room out of the way of the work area.
**If you are reusing your refrigerator, you do not need to empty it completely, since it will remain plugged in but please remember that the refrigerator might need to be moved during the project.
- 2** Set aside an area in an adjacent room for placing your new cabinets, appliances when they are delivered. The staging area should be a room with easy access from the outside and to the kitchen/bathroom. Please have your appliances delivered prior to the start date, unboxed and stored in the staging area.
- 3** While we will attempt to minimize the dust in the work area, it is important for you to realize that some dust will escape and thus it is imperative that you protect your valuables, cover your furniture, electronic equipment, etc., remove throw rugs and any other valuable items from the traffic and storage areas. Pictures or artwork hanging on walls that may be affected by banging or vibrations should be removed. Plan to avoid the work area for a few days while the installers are working and most of all be sure that your children are safe and aware of which areas are off limits. If necessary use temporary gates to keep young ones and pets out of the work area.
- 4** Decide upon a safe place to secure any pets during construction and advise the installers of this location.

Stage 2: Tear Out

The beginning day of your installation is one you should plan on being home for, at least in the morning so you can meet your installer and convey any specific instructions you may have regarding parking, pets, etc.. Normally on the first day, the kitchen/bathroom is torn out. If you want to keep or reuse any of the cabinets, countertops, appliances, sinks or faucets, please be sure to tag them so we can place them in another room on the same floor. Unless marked, everything will be removed and disposed of.

The materials and lock box are normally delivered the 1st or 2nd day and it is important to remember to have a check/credit card (Mastercard, Visa, or Discover) ready for the 2nd payment, as noted on your contract.



Stage 3: Let the Games Begin (Installation)

As a general rule of thumb, most installations can be substantially completed in 3-4 weeks. This means that you will be without use of your kitchen/bathroom for at least two week-ends. We have outlined below the "typical" sequence of events during the remodeling process.

WEEK ONE: During the 1st week of a typical remodeling project, the carpenter will tear out your kitchen or bathroom, do any prep work as specified in the installation checklists, (i.e. remove or build soffits, prep any walls, prep the floor), and start installing the cabinets. The plumber and electrician will perform the "rough-in" work required. Week one will usually be the busiest and most hectic.

WEEK TWO: The kitchen or bathroom is starting to resemble a kitchen/bathroom again. During this week the template for the countertop is typically done. Moldings, hardware, and adjustment of the doors and drawers is finished up as well. This week is a little calmer than week one. There won't be much activity this week.



WEEK THREE: During this week countertops are installed, plumbing is hooked up, and final electrical is done. Usually flooring and tile/full height backsplashes are installed. Now that everything is substantially complete, you can begin to start moving back in to your kitchen/bath. **Now is the time for the final payment to be made.** Please note any items that need to be fine tuned, any adjustments to doors and drawers, drywall repair, etc. so that the install department can schedule for these items to be done.

WEEK FOUR: On bigger projects, the preparation work might take a lot longer and thus the whole schedule is moved back a week. On typical projects, week 4 is for adjustments, repairs, etc.

Frequently Asked Questions

“What do you mean when you refer to substantial completion?”

Substantial completion refers to the point during the remodeling project that your kitchen/bathroom is functional again. This means your plumbing is hooked up to the sink and the appliances are connected.

“Why do I need to have a lockbox put on my door? I am home all the time.”

We require a lockbox on all jobs for your convenience. We can not guarantee exact times for our subcontractors to arrive. We request access to your kitchen/bath project from the hours of 8:00am to 5:00pm and emergencies do pop up that require you to be elsewhere. To ensure that the job is completed in a quick and timely manner we ask for your cooperation in the use of the lockbox.

“My kitchen has been substantially complete, but I had to order a replacement/warranty part such as a door when can I expect these to be taken care of?”

Since there are so many pieces that need to be put together during a kitchen/bathroom remodel, it is hard to give an exact timeframe on when to expect all the necessary parts to complete the project. Typically, most parts take 4-5 weeks from the time of order to be received in our warehouse. Upon receiving those items we will contact you to schedule an appointment for the installers to complete the remaining items.

“When do I need to pay the 3rd payment?”

Upon substantial completion of your project, typically week 2 or 3, we will ask for the 3rd payment. In the event that any items remain to be completed, you may hold 5% of the final payment until such time when we complete the remaining items.

“What if I have someone else doing my flooring? Who schedules this and when should it be scheduled for?”

Flooring is usually the last thing to be installed in a kitchen or bathroom unless it is sand and finished hardwood floors, which need to be installed after the cabinets are torn out and sanded and finished after we are substantially complete. If you are purchasing flooring from another supplier, you are responsible for the scheduling of your floor. All shoe molding should be done by your flooring people. If matching shoe molding was ordered with the cabinets, we will leave the molding on site for your flooring people to install. Due to our tight schedule any delays can cause the whole job to become delayed.



“Who is responsible for any damage done to existing items that are in my house?”

While we take utmost care in making sure items are protected against any damage, unfortunately it is not always easy. We are not responsible for any damage incurred to existing items such as floors, walls, light fixtures, etc.

Who is responsible for customer supplied or reused items that have a problem after they are installed or reinstalled?

Again, we take special care in customer supplied or reused items such as microwaves, dishwashers, new disposals, cabinets being reused, etc. however, sometimes these don't work upon installation. This can happen because the seals go bad after sitting for 2 weeks without being used or just that they are defective. We can not be responsible for items that are customer supplied or reused. All customer supplied items need to be in the kitchen uncrated and inspected on the first day of your installation.

“My new appliances are installed and one of them doesn't work, who do I call?”

Call the appliance manufacturer to schedule a service call. Most appliances carry a manufacturer's warranty that will cover any problems with appliances. If your appliance needs to be replaced with a new one, please have the manufacturer install the new one.

“What happens if I have a problem in the future?”

All products are covered under the manufacturer's warranty and all work performed by Cabinet Discounters, Inc. is guaranteed for a period of one year.

“Who do I call if I have questions during the remodeling project?”

If at any time you have a question regarding the scheduling of sub-contractors, status of parts, concerns, etc. please give the installation division a call at (301)621-8062 or 1-800-843-3732. Our goal is to have your installation run as smoothly as possible and your assistance in keeping us advised of your concerns is greatly appreciated.

Final Step: ENJOY!

From the selection process to the final completion, remodeling of one's home can be quite stressful. Now that the dust has settled and your project is complete, we hope you enjoy your beautiful new kitchen or bathroom for many years to come. We truly appreciate you allowing Cabinet Discounters, Inc. into your home and hope that you will consider us for any future remodeling needs.

Thank you again for your patronage.