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PA HIC# 7481

OUR PROCESS

Thank you for considering Hankins & Associates, Inc. for your kitchen remodeling needs. Kindly review the process we follow to help navigate you from concept to completion of your new kitchen remodel. Please read and initial each paragraph.

Questionnaire: Please complete our Questionnaire which can be found under "Tools & Tips" on our website. These questions help us during the design, planning and budgeting phases of your new kitchen. They often aid the homeowner in further understanding their wants, needs and desires. *Kindly have this form ready for your in-home consultation.*

Consultation: The initial *In-Home* consultation offers an opportunity for introduction and the ability to learn about your project, assess your needs, possibly discuss potential design concepts, educate you on our services and products and finally determine how best to proceed. This initial consultation, *within 45-minutes of our office*, is provided without charge. Please be prepared to discuss your project budget and timing (*when you'd like it completed by*) during this meeting. The information we gather, along with our thorough site measurements and digital photographs will assist us for all phases of your new kitchen. You should expect this meeting to last not less than 1.5 Hours. **Again, please have your completed Questionnaire available for this first meeting.**

Presentation: The next meeting will be at our Furlong, PA office, where we'll present a conceptual schematic in overhead view for your evaluation. This preliminary drawing serves as the springboard for your design direction and helps in the continued dialogue for

the project budget. During this meeting we'll also discuss cabinet styling, construction and materials, counters, appliances and more. By this time you should have a good idea of "who we are", what we are capable of doing for you, and for (*approximately*) how much. At this time a commitment from you by way of our **Design Agreement** investment will be required to proceed further.

Selections: We'll help guide you in choosing your new door style, wood specie and finish based on both design and budget. Certain appliance parameters (*not necessarily final manufacturer and model number*) should be identified by this time. Though knowing appliance and sink equipment size and function is necessary during the design phase, the actual make and model numbers can follow shortly. Your counter surface options may also be selected at this time, and no later than 1-week prior to the installation. When final selections haven't yet been made, allowance figures may be used for budgeting purposes.

Contract: With all information in hand, selections made, the final pricing will be completed and presented to you together with the final design plans and contract. A project deposit, less any applicable Design Agreement investment, will be due to proceed.

Order: Your cabinetry and other related components are then ordered. Cabinetry lead-times, *subject to the manufacturer chosen*, can range from as little as 4-weeks up to 12-weeks (plus shipping). Once your cabinetry order is placed, no changes can be made without financial penalty and delay. A delivery date will be provided once the cabinet manufacturer has provided the final order acknowledgement. You should order your appliances and sink equipment promptly, providing us with a copy of your invoice for reference and confirmation purposes.

Installation: We'll give you a heads up on your start date as the delivery week approaches. Your actual start date may vary based on the completion of projects ahead of yours in our project queue. Though we make effort to be timely, delays do sometimes exist. When we arrive for the start of your new kitchen installation, your existing cabinetry should be empty and ready for removal. Your refrigerator needn't be empty, as we can move it *full* to a nearby room for your use during the installation of your kitchen. If there's anything that you wish to save, be it cabinetry, counters, appliances, fixtures, etc., please make sure the installer is aware if

this—we suggest using “Stick Um” Notes to identify items to be saved.

During the installation of your new kitchen there are occasions where slight changes are desired or sometimes required. Changes and/or additions will be communicated via email and executed upon receipt of signed Addendum/Order. Please understand that changes may cause delay in the production/installation schedule.

Payments: Payments are ‘*Due in Full*’ upon receipt. Addendums and Add Orders, unless otherwise specified, shall be due upon receipt and at time of signing. Delay of payment shall be grounds for work stoppage.

Thank you for taking the time to review and acknowledge “Our Process” form which has been created to better establish expectations between you the Client and Hankins & Associates, Inc.

Client Name

Telephone

Address

Cellphone

City, State, Zip

Email

Client Signature

Hankins & Associates, Inc.