

ELLY'S

Kitchen & Bath

Thank you for choosing Elly's Kitchen & Bath to assist you with your project!

The next step is getting to know each other and what to expect along the way.

A lot of time is invested in making sure your design is created to your needs and wants. We will educate you on the many different options and applications and leave the decision up to you! After all it's your space! The ball is always in your court! We are just here to make sure you are making an educated decision on such an important project. With this being said Elly's kitchen and bath has set the following parameters to ensure our time is allocated appropriately to ensure your needs and the needs of the rest of our clients are met in a timely manner.

Designing Your Project:

- Elly's Kitchen and bath is an appointment only showroom. This is done to ensure your time spent within the showroom is yours and yours alone. We will discuss your project, uninterrupted. Upon meeting at your first appointment we will go over the top three main objectives in any remodel project; function, aesthetics and budget. We will review product selection such as door style, color, construction, overlay and the many other options available and how each of those fall within those top three main objectives mentioned above. Following this appointment you will have the following options:
 - A.) **In Home Design Service:** Elly's Kitchen & bath will come to your home to do a field measure. There is a small non-refundable retainer that ranges anywhere between \$150.00 to \$350; depending on your location. This retainer is taken off of the cost of your order when your order is placed. *(This is not a deposit that allows release of our design work. – See next section for more details regarding release of design work.)*
 - The in home design service includes:
 - Professional onsite measure to ensure accuracy.
 - Your designer will bring up to 4 door samples and up to 10 finish chips of your choice. – You can view and choose which ones you prefer to see by going to the manufacturers websites.

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- ❖ Cabinet Manufacturers:
 - Waypoint: <https://www.waypointlivingspaces.com/>
 - Aspect Cabinetry: <https://www.aspectcabinetry.com/>
 - Pioneer Cabinetry: <http://www.pioneercabinetry.net/>
 - Eclipse Cabinetry (Full access / Frameless Cabinetry Line): <https://www.eclipsecabinetry.com/>
 - Shiloh Cabinetry: <https://www.shilohcabinetry.com/>
 - DuraSupreme: <https://www.durasupreme.com/>
 - Framed Cabinetry Line: <https://www.durasupreme.com/crestwood-cabinetry/>
 - Full access (Frameless) Cabinetry Line: <https://www.durasupreme.com/bria-cabinetry/>

- B.) **Send In Specifications:** If you'd rather not pay a retainer at this time, that is ok! You can email measurements of your space to Leasha@EllysKB.com and we will put together a design of your space. Prior to sending your measurements we ask that you provide us with photos to see a complete 360 degree view of your space and once that is received we will put together a floorplan with arrows specifying every measurement required to make it easy for you to know exactly what we need for measurements.
 - We will also need the following information to ensure we are designing your space accurately:
 - ✓ **Appliances:** We need the make and model numbers the appliances you intend on using.– (If you are keeping older model numbers that are not on the manufacturers website anymore we will need measurements of your appliances. (Its even better if you have the specification booklet that came with them at the time of purchase.) -- (For Example: Refrigerator height to the top of the hinge to the floor is needed not necessarily the measurement from the floor to the top of the refrigerator cabinet. But for certain applications we need to know much more than just the overall height, width and depth of the appliance. Sometimes we need to know the appliance cabinet dimensions and the door dimensions separately.)
 - ✓ **Trims:** We will need to know your current window & door trim sizes as well as your base molding size. Are you keeping this size? If not what size are you changing it to? (*Thickness and width needed for both current trims and the new trims that will be applied.*)
 - ✓ **Flooring:** What is your current flooring? Are you keeping it? If not what will you be changing it to?
 - If you're keeping your currently flooring: Does it butt up to the cabinets or run under the cabinets? If the flooring butts up to the cabinets we will need to know the measurements around the base of your cabinets as well as the overall room structure measurements.

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- ✓ **Soffits/ Ceilings:** Do you have soffit above your cabinets? Are you keeping it? If so, we will need to obtain measurements of the soffit. If you are taking them out you will want to ensure you don't have plumbing or duct work ran through them prior to doing a bunch of leg work only to find out that they are not able to be removed. The only way to know this is to have your contractor make a hole in numerous areas of your soffit and check.
 - *Please understand that those who have paid a retainer will take priority over those who have chose not to. This is the only fair way to prioritize the projects on hand.*
- The manufacturers reserve the right to change their prices at any given time. *(More often than not we are made aware of price increases before they take place. Usually, we are made aware within a few weeks but not always.)*
- All countertop prices/ orders are considered "estimates" until the time of template. Once the countertops have been templated the final price is determined. If you haven't changed your layout and selection then the price should be the same that was originally quoted. The only obstacle that could come into play is that the fabricator finds that you might need more countertop support added to the quote / order which would increase the price.

Release of Design/ Revisions & Desposits:

- Just as an architect would charge for a copy of their work; Elly's Kitchen & Bath does require a non-refundable deposit to obtain copy's of the design renderings, elevations, floorplans, etc.
 - During our review appointments you will be able to view your design via our 3D program as well as discuss clearances and expectations of your space with your designer.
 - We respectfully ask that you refrain from taking photos, copious amount of notes and or sketches of our design, renderings, elevations or floorplans unless you have paid a deposit and it has been approved by your designer.
 - *At any given time your designer has the right to refuse service.*
- If we have met at least 3 times and have done numerous revisions Elly's kitchen and bath will require a deposit in order to proceed any further.
 - Deposits are not an additional charge to you; they are just a way of saying "I'm hiring you as my designer."
 - Deposits are non-refundable.
 - Deposit requirements start at a minimum of 10% of the overall current "estimated" cost of the job. Now, this is depending on the job and the amount of time invested into the job. The exact desposit amount is determined by your designer at the time of release.
 - Deposits can only be used towards the project that it was taken for.
 - Desposits must be used within 90 days unless otherwise noted.
 - *Thank you for understanding and respecting this as this is only set in place to ensure that our time is allocated appropriately to assist you and the rest of our clients with your project.*

Payments:

- Just as many large stores; payment is due in full at the time that the order is placed. While stores offer third party credit card financing this is not something that is offered through Elly's Kitchen & Bath at this time. If you are in need of financing for your project please refer to your local bank or credit union.
- Elly's Kitchen & Bath currently accepts the following payment options: Cash or Check
- As mentioned above all retainers and deposits are reflected against the total cost of your job and are not a charge in addition to the cost of your product. All retainers and deposits are used as payments towards your final project.

Time to Order:

- During the quoting process you will be provided with a (close) rough estimate as to where your project is at.
- Once you have made your final selections and are comfortable with where we are at in terms of budget and selection, Elly's Kitchen & Bath will go through your design with a fine-tooth comb to ensure we have covered all the fine details. In addition to this we will make a clean floorplan and elevations for you and your installer with notes pertaining to applications and expectations. We will put together a cabinet packet that includes renderings of your design and a full list of your selected trims, as well as a clear photos and descriptions of what you have selected.
- When we meet to finalize and order your product, all pages of your cabinet packet, your floorplan and elevations as well as some expectation and waiver forms must be signed and dated to confirm that it is all correct to your needs and wants. It is extremely important to take your time and to fully review every page in fine detail before signing and dating. These documents will be a representation of exactly what is being ordered. Products are not ordered off of prior conversations, emails, texts, etc. They are ordered strictly off of what is signed off on at the time that the order is placed.
- All orders are final and not able to be altered, cancelled or returned once they are ordered.

Lead Times:

- Each manufacturer has different lead times that change daily and sometimes hourly. Elly's Kitchen and bath will provide you with the currently estimated lead time at the time your order is placed and should you wish to receive confirmation of the estimated ship date after the order has been placed we will be more than happy to provide this to you once the order acknowledgment is received from the manufacturer.
 - Please understand that the lead times are considered "estimated" and have on occasion changed. We have seen order ship later than estimated and we have seen some orders ship sooner than estimated. If at any given time you would like a status please contact your designer and they will gladly look into the current estimated ship date for your order.

Accepting Deliveries:

- When accepting delivery of your product your driveway, walkways and steps must all be cleared of snow and ice. The delivery companies have the right to refuse delivery due to unacceptable conditions to delivery. If they must return at another date, you may be responsible for additional delivery fees. **** Some manufacturers will not deliver into a home with stairs & will only deliver to the garage. ****
- Once you have taken delivery of your order you will need to open and inspect the order within 3 weeks of receiving it. If you find damage or defect to your products we ask that you clearly write down the following on an index card and place it next to the damage or defective area and take a photo. *(By doing this it will keep you from having to describe which photos pertain to which cabinets. Etc. The information will be within the photo!)*
 - ✓ *Cabinet Model#:*
 - ✓ *Description of the location of damage or defect:*
 - *(Example: The top right corner of the left door is bubbled.)*
 - ✓ *Make note if packaging was damaged – If so place the same index card in a photo of the damaged box.*
- Manufacturers do not reimburse for installation. If you have a defective or damaged cabinet do not install it! If the door or drawer front is damaged but the cabinet box is in sound condition then you may proceed with the installation of the cabinet and the manufacturer will send a replacement door or drawer front if it is deemed defective or damaged.

Replacements:

- When replacements are received they must be inspected immediately. Failure to do so could result in additional replacement request being denied if they were found to be damaged.
- Manufacturers will not reimburse for labor charges if damaged or defective product has been installed.
- Manufacturers reserve the right to send replacement parts to fix issues vs sending complete replacement cabinets.
- Elly's Kitchen & Bath is here to help you through warranty and defect claims and will work with you and the manufacturer until a resolution has been made however, Elly's Kitchen & bath does not warranty the product, the manufacturer's do.

Elly's Kitchen & Bath

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