

What to expect – Delivery

Scheduling Delivery

- We notify our delivery agent of your order approximately one business day before manufacturing is complete.
- The delivery agent will begin their efforts to reach you and arrange delivery to the address provided.
- They will try to deliver your cabinets as quickly as possible. Your availability and the delivery agent's route schedule will influence the actual delivery date. Delivery is typically available between 8am and 5pm, Monday through Friday. *[Note: Pre-determined route schedules place delivery trucks in specific areas on specific days, at specific times. Not every area is covered every day. Speak with the agent's scheduler when they call, to determine the first available date for your delivery area.]*
- IMPORTANT:
 - Inform the delivery agent if you have special delivery requirements. This includes driveways which are unpaved and/or cannot accommodate a large delivery truck.
 - Let the agent know if you have utility lines, trees, roads and/or bridges with weight or height restrictions or any other condition which might prohibit access of a large vehicle. *[Note: A typical delivery truck is 30 feet long and 14 feet high requiring significant clearance and room to maneuver].*
 - Let the agent know if stairs must be accessed to complete the delivery.
- The driver will deliver the cabinets to the first available dry, covered, secure location on the same level as the delivery truck. You should let the agent know in advance if items must be delivered on a different level, such as with a condominium or apartment. Please secure a freight elevator if one is needed for large product deliveries in your building.
- Speak with the delivery agent scheduler regarding actual time of delivery. Typically, the day prior to delivery, they can provide a four-hour delivery window. Unless you make other arrangements, you should contact the scheduler to obtain this information. Please note that factors beyond the driver's control can impact arrival times. Traffic, weather and unanticipated delivery issues at other customers' homes may occasionally delay arrival. Your understanding is appreciated.
- Your order may require considerable storage space. Make sure you have a large enough area cleared to accommodate all the boxes with a minimum of stacking. It is important that this area is clean and will remain dry until the cabinets are installed.

Delivery Day

- The driver will back their truck to the closest entry. Please make sure the driveway or access path is clear and pets are secured.
- The driver will deliver the cabinets to the first available dry, covered, secure location on the same level as the delivery truck (such as a garage or front room). You should let the delivery agent know in advance if items must be delivered on a different level, such as with a condominium or apartment. This is important for the delivery agent to have the proper personnel and equipment necessary to make your delivery.
- Use the driver's delivery packing slip to ensure that all the items on the packing list are delivered. Check each one as it is offloaded. Please note that many accessories are packaged in boxes together. Reconcile items delivered with the packing list and note any items short (see below).
- The driver will also scan all items to verify the accuracy of your delivery.
- Inspect the outside of each box for obvious visible damage and note this on the packing list. Don't worry about opening boxes to inspect the contents while the delivery is underway.

Missing or Damaged Items

- Be sure to open each box as soon as possible prior to installation to check for any concealed damage or missing items.
- If you think you may be missing any items, please double check them against your packing list.
- Small parts may be combined into the same box for shipping purposes. Please be sure you open and check every box before reporting any shortages.
- Immediately notify the store where you purchased your cabinetry and/or our Customer Service Department at (800) 677-8182 of any missing items or any other items that appear to be damaged.
- ***IMPORTANT: Perform cabinet inspection as soon after delivery as possible. This will allow plenty of time for any replacements to be received before installation begins.***

After Delivery

- We recommend final storage before installation be in a low-traffic area where the chance of damage and/or the need to move the cabinets is minimized. All boxes should be moved cautiously by two or more people. Damage can be caused if boxes are dropped.

Moving and Storing Cabinets

Once installed, your cabinets form a strong structure with plenty of integrity. Before installation, however, individual cabinets can be damaged if handled improperly.

Damages are costly and can delay the completion of your project. Follow these tips to avoid problems.

- **Store your cabinets** in a dry location free of excess humidity, cold or heat.
- **Avoid moving cabinets excessively.** Try to find a location away from daily traffic which won't require items to be moved before installation begins.
- **Avoid stacking cabinets** if possible. If necessary, put heavier cabinets such as drawer bases or corner cabinets on the bottom.
- **Moldings can be broken** so place them in a corner and ensure nearby items won't tip onto them.
- **Keep your cabinets boxed.** After inspecting your cabinets, return them to their boxes.
- **Get help moving boxes.** Cabinets are sometimes heavy, sometimes bulky and sometimes both! You can't really determine a box's full weight before moving it. Always have two people move boxes together. Dropping a cabinet can cause frame separation or other wood damage.

Return of Product

Notify the store where you purchased your cabinetry and/or our Customer Service Department at (800) 677-8182 if you have product to be returned.

All returned product must be in the original packaging. Cabinetry that has been installed cannot be returned

When To Remove Your Existing Cabinetry

Some wise advice we give to anyone starting a remodeling project is...

Do not remove your existing cabinets until you have received and fully inspected your order and are confident you are ready to begin installation.

We understand the temptation to get a head start on the process. But you don't want to miss something that could delay your remodeling project.

So please make sure *before the old cabinets come down, the new cabinets are ready to go up.*

What To Do After Your Cabinets Are Removed (Kitchen Remodels)

Depending on the extent of your project, kitchen remodeling can take days or weeks to complete. During this time, you'll need alternatives for storing and preparing simple meals, as well as clean up. Here are a few ideas.

- **Organize your kitchen contents** into clearly labeled boxes. Avoid mixing items together so you can find the can opener, sharp knife, salt shaker, etc.
- **Set up a temporary kitchen.** Move your microwave or toaster oven to an area dedicated to preparing simple meals. Room for your refrigerator in the same area is even better. Temporary countertops will make your temporary kitchen tasks more convenient. You can cut down and use your old countertops for this.
- **Pick a place for cleanup.** Laundry room or garage utility sinks are ideal for cleanup. Have a table or other space to place dishes before and after cleaning. If you don't have a utility sink, your bathroom tub can be used for cleanup. Scrape all food particles from your dishes into a trash bag so you don't clog your drains.
- **Stock up on easy to prepare foods.** Canned or frozen foods can easily be prepared in your temporary kitchen. To reduce clean-up, use paper plates, napkins and plastic utensils.
- **Consider dining out.** Look around for a variety of restaurants you enjoy. Pick up carry-out menus before your project begins. You might get to know your pizza delivery staff pretty well during your remodel.

All this may sound like a bit of work, but your remodeling project will be completed before you know it, and you'll have a beautiful new kitchen to enjoy for years to come.

Preparing Your Work Space

A well-prepared work space will make every step of your project easier. If you are using a professional for your remodel, discuss the items below with them. Understand how your pro plans to address these topics.

- **Clear everything out of your kitchen.** This includes ovens, microwaves, refrigerators, tables, chairs and any other appliances.

Note: Be sure you have licensed, professional contractors disconnect gas or electrical connections. This is an area to use extreme caution.

- **Protect your floor.** Tape down heavy cardboard throughout your existing kitchen area and entryways. Be sure all edges are well-sealed to avoid accidents.
- **Control dust** by hanging *heavy* plastic sheeting at all entrances to the workspace. Cover all vent intakes tightly with tape and plastic. Tight seals are essential. Remove shoes before leaving the work space and entering non-construction areas.
- **Change your air filters** before, during and after construction is complete. The amount of dust during construction is significantly greater. You can protect your furnace and air conditioner with this small investment.
- **Have a plan for trash.** Have containers and heavy-duty bags available and a place to store them away from the construction site. Clean your work space daily to prevent accidents and misplaced items.

Assisting Your Contractor

- **Plan for extra storage.** The contractor will have extra tools, materials, and equipment in the house to complete the project. Find a good spot for them.
- **Have the contractor's phone number handy.** Also, designate one family member as the primary contact person so communication and direction stays clear and consistent.
- **Plan for the logistics.** This involves all the delivering, shipping, and ordering of materials for the job.
- **Check locks, keys and security systems.** You might need to share keys and codes with the contractor. Be sure you know who is responsible.
- **Keep clear.** Make sure you, your kids and pets stay out of the way of the work crews.
- **Expect the unexpected.** There are a myriad of things that may go awry during a remodel like adverse weather and on-the-spot changes. Keep your cool. Staying calm and flexible is key in ensuring a smooth project.
- **Expect quality** workmanship.
- **Treat the workers nicely.** A word of appreciation, a cup of coffee or a cold iced-tea on a hot day goes a long way.
- **Try not to question every step.** Workers are following orders and construction specs. Keep your discussions about the project with the authorized contractor.