



Our goal is to provide you with the best cabinet replacement option available. We want to make the process as easy as possible for you. Please take the time to review this document so that we can clarify any questions you may have before your new cabinets arrive. If you have any questions or need clarification please call the office at 253-981-6113 or email service@npi-seattle.com.

Please consider:

- 1 **The typical lead time for cabinets is three to four weeks.** To minimize this lead time we offer several options including a truckload purchase program with cabinets stored at our Kent facility and a stocking program. We stock cabinets for many projects at our facilities and are happy to stock for your ongoing renovation. Please talk to your salesman about our stocking programs.
- 2 **Your old countertops will not work with your new cabinets.** All cabinet manufacturers' finished dimensions are unique in one way or another and you should not count on your old countertops fitting the new installation.
- 3 **Your existing flooring may not work with your new cabinets.** The foot print of each cabinet manufacturer's cabinets will be different. While we can make up for minor differences, we cannot guarantee that the new cabinets will match the foot print of the old cabinets and you should plan to replace the flooring in the unit.
- 4 **We are proposing to provide the cabinets on the drawing attached to the proposal.** In most cases this will not be exactly the same cabinet set as the existing cabinets. Please take a moment to verify that the cabinets on the drawings attached to the proposal will work for your application.
- 5 **There is often unavoidable minor damage done during the demo, to surrounding walls, we cannot be responsible for this damage.** While we offer demolition and haul away of your old cabinets, many customers choose to do the demo and haul away themselves so that damage can be repaired and walls can be painted prior to the cabinets being installed. This also allows time for stop valves to be replaced if necessary.
- 6 **Our cabinets are always installed plumb and level; however, chances are your floors and walls are not.** Over time buildings settle and this causes the building to shift. We will use shims below and behind the cabinets to make sure they are level. Other trades, including plumbers, electricians and flooring installers may accidently knock these out of place causing the cabinets to shift out of plumb or level. We cannot be responsible for this and will have to charge a minimum charge to come back and fix it. You may want to consider having other trades in before we arrive to avoid this. Please remember that if the flooring is being installed ahead of the cabinets, the base cabinets should be removed and the flooring installed all the way to the wall as the foot print of the new cabinets will be different than the existing cabinets.
- 7 **Delays cost money.** We make every effort to keep costs down but if we are delayed at your job site for more than ½ an hour, we will have to charge for the delay and may have to leave to meet other commitments and schedule another time to come back to your job. Please have someone available on site to respond to questions from our installers.
- 8 **We do not employ licensed electricians or plumbers.** This means we cannot disconnect your plumbing and electrical. All electrical and plumbing items including faucets, drains, range hoods, garbage disposers, dishwashers, and lights must be disconnected and removed from the kitchen before we get there. Our installers cannot disconnect these items and may have to leave and reschedule if they cause a significant delay.
- 9 **We are not flooring installers.** If the existing flooring is going to be replaced then it should be removed from the area where new cabinets are being installed before we get there. Our installer will not remove your old flooring and this may cause a problem later when the flooring installers try to remove it from under the cabinets. See #6 above.

Once again, our goal is to make your cabinet replacement project go as smoothly as possible. If there is something more you need us to do, please call me directly.

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