



## **Job Policy/ Terms and Conditions**

Kitchens N Cabinets Pty Ltd

### **Approval Process**

Quotes: To be approved and signed either via a returned signed quote or issuing a purchase order with reference to the quote. The quote is subject to change with the final drawings (manufacturing drawings will not be issued until the quote is approved).

Shop Drawings: Detail specifications and finalising layout, including any finishes and appliances. These take place once the quote has been approved. This is the last chance to make major changes without incurring further cost. These can be approved by a simple confirmation from the customer.

Manufacturer Drawings: These are done after check measure. These are the drawings that need to be approved and signed off on for manufacture to start. What you see is what you are getting, any changes after approval may result in an additional minimum cost of \$120 + GST. The job process cannot start until we have all the required details and specifications which may include appliances delivered to KNC's workshop. These must be signed and returned via email, MMS, in person or post.

### **Lead Time**

The following is the procedure and estimated lead times on standard sized jobs from start date. During busy periods lead times may vary and we will do our best to keep you updated.

### **Drawings/ Plans produced by Kitchens N Cabinets**

- Concept drawing (General layout to get the ball rolling, generally completed before site measure): 1-2 business day (if required).
- Shop Drawings (based off architectural plans, and/ or customer sketches): 2-5 business days.
- Manufacturer Drawing (after shop drawing approval/ Check Measure): 1-2 business days.

**Jobs will not progress to the next stage until Manufacturer Drawings are approved.**

### **Ordering**

Generally, most materials take 1-3 business days to be delivered if being sourced locally and can be upwards of 10 days if coming from interstate/ overseas. Whilst we make an effort to stock standard materials and consumables due to the varied nature of jobs it is impossible to stock all products.

### **Manufacturing and Install**

#### **Cabinets and Laminate tops**

This process takes 10-15 business days for cabinets to be installed.

#### **Tops**

Stone, timber and solid surface tops are generally templated the day after the cabinet/cabinets are installed and will take 10-15 business days to be installed.

#### **Pac/ Veneer**

This process involves the installation of the cabinet carcasses and these are then removed and sent off for painting once we know everything fits. 2Pac process takes 10-15 business days and we then require a return day to site to reinstall the finished product.

### **Lead time Summary**

Whilst every effort is made to shorten lead times where possible, every job is different and lead times will vary depending on circumstances. Please note that when using outside companies to supply products we can request delivery time frames, but it is ultimately out of our control.

- Melamine with laminate top: 10-15 business days (2-3 weeks)
- Melamine with non-laminate top: 20-30 business days (4-6 weeks)
- 2Pac with non-laminate top: approx. 25-35 business days (5-7 weeks)

Kitchens N Cabinets is more than happy to work with customers if quicker lead times are required, however we will need to know what the requirements are in advance along with signed off manufacture drawings. These lead times can be discussed at the beginning of the job.

### **Installing Issues**

Kitchens N Cabinets takes pride in supplying and installing products correctly the first time, however we do make the occasional mistake. When we make a mistake, we make every effort to remedy the issues ASAP with minimal down time to customer/ other trades.

Site delays which are out of the control of Kitchens N Cabinets such as:

- Access into site (waiting for someone turn up to unlock site)
- Building materials and/ or waste in the way of where cabinets need to be stacked or installed, or where we need access to (kitchens N Cabinets are not responsible for any damage when moving or working around items/ property)
- Services not in the correct place
- Site not ready for install of cabinets
- Other trades working in same area
- Unable to install and return trip is required
- Modification made onsite after check measure

Kitchens N Cabinets understands jobs don't all ways go to plan or just follow smoothly. However, at times some delays may result in costs being passed on to the customer as these costs can't be factored into quotes and directly affect the profit margin of the job. The hourly rate will be charged at \$80 + GST P/hr, per tradesman. The best way to avoid these charges is to keep Kitchens N Cabinets updated on the job progression and be upfront with possible delays so we can work around them to minimize any extra cost to either parties.

### **General Terms and Conditions**

Please note: Price is subject to site meeting and final plans and specifications. 2pac, gloss, sheen finishes and timber product are prone to imperfections which may affect final finish quality.

All products will age and discolour over time at different rates. Please note that edge tape will discolour at a different rate to melamine products, therefore some colours, in particular, but not limited to, white sheen, will appear cream in colour in a short period of time in relation to the board. This is not covered by Kitchens N Cabinets warranty as it is not a workmanship issue.

Items not mentioned are NOT included in the quoted price. i.e. appliances, sinks, taps, basins, install of range hood ducting, fire alarm disconnection/ reconnection & other trades.

At Kitchens N Cabinets we understand that things may need adjusting over time, especially within the first 12 months. If needed, Kitchens N Cabinets is available at no extra charge to drop in twice in the first year and once a year for the following two years to make minor adjustments to doors and drawers, to ensure smooth close and operation.

All products that Kitchens N Cabinets manufacture are covered by Kitchens N Cabinets workmanship warranty. Please see warranty document for further details.

### **Intellectual Property**

All drawings which Kitchens N Cabinets produce remain the property of Kitchens N Cabinets Pty Ltd and are not to be used or reproduced without our prior written approval and/ or payment