



## Village Cabinetry – How We Work

At Village Cabinetry our first priority is to get to know our customers. By taking the necessary time to learn the most we can about each customer's likes, dislikes and lifestyle, we are able to create a cabinetry design that will exceed expectations in terms of function and style. To do this, our first step when working with a new customer, is to visit with them either in our showroom or at their job site or home. When beginning to work with Village Cabinetry on your project, expect this initial consultation to last between one to two hours. To make this first meeting as successful as possible, **please have the following with you:**

- Any and all ideas you might have related to your project
- Any magazines or photos which may help explain your ideas
- A list of what you like and don't like about your current space
- Though not required, detailed measurement of your space (if a remodel) or a blue print (if new construction) will drastically increase the productiveness of the initial meeting.
- A completed copy of Village Cabinetry's Kitchen Survey will help us get to know you the best. Please take some time to thoughtfully fill it out and bring it with you.

At the first meeting, if at the Village Cabinetry Showroom, a designer will give the customer an over view of all products on display and discuss layout possibilities, cabinet style options including wood species and door style as well as countertop options. With Village Cabinetry's extensive showroom a lot of possibilities can be thoroughly explained and decided on. By the end of this initial meeting many possibilities in terms of project layouts will be discussed and a design concept will be decided on as well as an initial cabinet and countertop style will be selected for quoting purposes. After this initial meeting, if necessary, a job site visit will be made to gather any additional measurements, design ideas or possibilities for the project. Once as much

information as possible has been gathered from the customer and the job site or blue print, the designer will begin creating the design concept and estimate for the project. Depending on the information gathered and the number of possibilities for the project one or more designs and estimates will be created. Once the preliminary design is finished an appointment will be set for the customer to re-visit the showroom to discuss the initial design and quote.

During this second meeting the created design will be thoroughly explained with any other design options discussed. The preliminary estimate will also be explained detailing any options requested by the customer from the first meeting. Also any known design revisions will be discussed.

At the end of this meeting, a user name and password will be given to the customer to access **Village Homes Stores' Project Management Assistant** where their designs have been posted for further review at their convenience. The Project Management Assistant has been designed to help improve communicate between Village Home Stores and our customers as we continue to work towards their completed project.

This system will be used before, during and after the project has been completed. It will allow Village Cabinetry and each customer to post messages and files that will help during the design process.

After this meeting any revisions discussed will be made and revised perspectives and estimates will be generated. Making revisions are part of the design process and is fully expected. Village Cabinetry will make as many revisions as necessary to achieve the desired result for each customer. After revisions are made additional in store appointments will be made to discuss the design and estimate revisions. All revisions will also be posted to the Project Management Assistant.

Once a final cabinet and countertop design and style have been selected by the customer and the estimate as been

agreed upon, a down payment for the order will be made and the ordering process will begin. **This includes verifying any and all measurements at the job site to insure proper fitting of the design.** At this time the cabinet installation will be discussed with the installer previewing any preparation work that needs to be done.

After the final measurement any needed dimensional changes will be made to the layout and the estimate will be verified.

**The final layout, perspectives and quote will be posted to the Project Management Assistant for reference by the customer and/or installer.** Once a project timeline has been determined, the products needed will be ordered and estimated delivery dates will be posted to the Project Management Assistant. Once all products have been received a notice will be posted to the PMA and arrangements for job site delivery will be made and your installation will begin by the customer's pre-determined installer.

**Village Cabinetry makes every effort to have error and damage free projects. However, in rare occasions this can happen. However, it is Village**

**Cabinetry's priority to make every effort to correct any issues that arise in a manor that is acceptable to the customer as quickly as possible. Most manufactures have expedited procedures that reduce the lead-time of any thing needed to resolve the issue. Village Cabinetry appreciates customer's patience and understanding when these issues do arise.**

Once installation has been completed Village Cabinetry will follow up with the customer to insure 100% satisfaction. If there are any items requiring attention, arrangements will be made to take care of them as quickly as possible. Village Cabinetry works very hard to make the complete process from beginning to end stress free. The PMA is a very big part of this and it is highly recommended for every customer to utilize it to the fullest. No matter what your computer experience level is, the PMA is very easy to use and will no doubt make the project be completed quicker and with fewer complications.

Ready to get started? Contact us now to set an appointment for your initial consultation.