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We believe the only way we can succeed in this industry is to build long standing relationships with clients. We fully understand how stressful and chaotic remodeling projects can be. To take some of the pressure off your shoulders, we volunteer to become your advocate. An advocate is someone you can count on to help you through the good times and the bad times of your remodel. Someone you can trust to give you advice, give you the answers you need when you need them, and ultimately celebrate with you when the project is done and the new room is beautiful!

Most importantly, an advocate is also a friend you can rely on. We'd like to become someone you can not only trust through this remodel, but would feel comfortable having me work on future projects with you, your family, and your friends. Building lifetime relationships and friendships, as well as seeing the project through to fruition is what makes this job worthwhile.

Included is a list of some of the steps Kitchen Craft takes to help you through your project from start to finish. We're confident these additional steps will help guarantee you will be happy with the final outcome of your project, as well as keeping you "in the know" the whole way through.

We hope you will choose Kitchen Craft to assist you with your project, and truly look forward to getting to know you more in the process.

## PROCESS OVERVIEW

### THE STEPS TO A SUCCESSFUL PROJECT

- ✓ **INNOVATIVE DESIGNS:** We will work together to build your dream room. Our goal is to exceed your expectations during the design process. If you're not happy with our first design concept, we'll go back to the drawing-board to give you your dream.
- ✓ **THOROUGH QUOTATIONS:** We will spend the time up front necessary to give you a thorough and accurate quotation. We will walk through the quotation together to ensure you know exactly what is included and you are happy with the package.
- ✓ **JOBSITE MANAGEMENT:** We will take several preventative measures to ensure the accuracy of your order and to eliminate installation difficulties, as well as taking the extra steps to ensure your kitchen will be completed in an efficient, timely manner.
  - ◆ **Initial Measure:** We will meet in your home, either for our first meeting or second meeting, to initially take measurements and get a feel for your space, and brainstorm ideas for your future space.
  - ◆ **Pre-Order Measure:** We will verify all room measurements prior to ordering, to guarantee the design will fit properly in the space allowed
  - ◆ **Pre-Delivery Meeting:** If there are changes to be made in the room after ordering, We will meet with you or your contractor before the cabinets arrive to ensure the changes will work with the design.
  - ◆ **Installation Meeting:** We will meet with you and your contractor, or our installers during the first day of installation to thoroughly review the design, molding details, etc. to ensure your installers know exactly how the design is going together.
  - ◆ **Walk Through:** We will meet with you to review the progress of the installation, and check for any warranty or service parts to order.
- ✓ **FOLLOW THROUGH:** As every step of your project from beginning to end is important, I strive to give you the answers you need when you need them.
  - ◆ **Quick Response:** We will return all phone calls and emails within 24 hours after receipt, whether or not I have the answer you are looking for. If you still have unanswered questions, I will give you an accurate expectation for when you will get the answer.
  - ◆ **Timely Ordering:** All orders will be placed within 48 hours upon notification that product is needed, from your first order to the last.
  - ◆ **Realistic Expectations:** We will do everything we can to keep you informed on the ETA of every order, and give you clear expectations of our lead times and what to expect with scheduling.
- ✓ **FINAL VISIT:** One of the most worthwhile parts of our jobs is watching each project come through to fruition. The final step is to visit you once you are settled in your new room and have an open, candid talk about the project as a whole. This gives us the opportunity to learn from you and your project. Also, we would be honored if you would allow us to take pictures to share with other clients.