



A CONFUSING PROCESS MADE SIMPLE

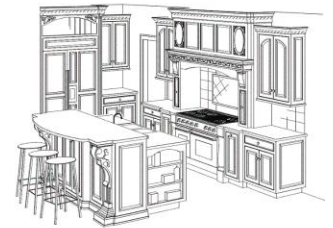


At Goebel Cabinetry, we realize that the process of designing and purchasing a custom kitchen can be a daunting task for many consumers. It is our goal to clearly guide our clients through the maze of decisions along the way.

With that in mind, we have developed the following procedures to help you make decisions that you will be happy with at the completion of your project. In addition, these procedures will let you know what you can expect throughout the process. Purchasing a new kitchen can be a fun experience, if you know what to expect!

Step One: Preliminary Design & Estimate

- A. If you come to our showroom with basic dimensions and ideas, we will gladly provide you with a preliminary plan, as well as a free estimate.
- B. If you would prefer us to come to your home to take preliminary dimensions, we will gladly do so. There is a \$100 fee, payable at the time of the home visit, which will be credited towards your cabinetry purchase. Should you decide not to purchase from us, this fee is non-refundable.
- C. We make every effort to provide you with an estimate and preliminary plan as promptly as possible. Normally, this will be within one week, however, during busy times, it may take up to two weeks.
- D. After a review of your preliminary plan, step one has been completed.



Step Two: Detailing & Finalizing Your Plan

- A. To initiate step two, we ask that you remit a retainer fee equal to 5% of the preliminary proposal. This fee will be credited towards your final cabinetry purchase.
- B. Once the retainer has been paid, we will begin the process of finalizing your plan and detailing your selections. Normally, this begins with a designer making a visit to your home for detailed measurements and a general evaluation of the job.
- C. The detailing process generally involves between one and three meetings, depending on the scope of the project. During these meetings, you will be walked through the specifics of your project, one item at a time.
- D. Samples representing finish colors and door styles will be available for you to borrow, as well. We would appreciate you returning the samples to our showroom when you are finished with them.



Step Three: Placing Your Order Into Production

A. Once you have made all of your final selections, step two has been completed and it's time to move onto the final pre-production phase of your project. Please note that we cannot place an order into production without all selection, including hardware.



B. To place your order into production, we require a 50% deposit on the amount of the total order. You will be given a spot in the production schedule on the day your deposit is received. Cash or checks are the only methods of payment we accept. Personal checks are accepted.

C. Upon placement of order, you will be provided with a two week window in which your order will be produced. Lead times can run anywhere from 6-12 weeks, depending on both the scope of your project as well as our current work load.

Step Four: Delivery

A. Approximately three weeks prior to our projected completion of your order, we will contact you to check on the progress of your end of the project. If you anticipate any delays, it is important for us to know at this point, as we do not have any warehouse space for completed orders.



B. Several days prior to delivery, we will contact you to review your account balance. In addition, we will schedule a mutually convenient delivery date and time. You will be given a two hour delivery window in which your cabinets will arrive on site.

C. Full payment is required upon delivery of your order. If you are purchasing template countertops from us, we will require the balance of the cabinetry invoice as well as a 50% deposit towards the counters.

Occasionally, we may have to backorder one, or even several, doors. This can occur when an item does not meet our stringent quality controls. Backordered items are not an acceptable reason to withhold final payment at delivery. Backorders will be filled in a timely manner.

Step Five: Counter Templating & Installation

A. This step addresses the specific issue of template countertops. Your salesperson will coordinate with you to schedule a field template of your counters once the cabinetry has been set in place.

B. The time period from counter template to installation is often the most stressful period of any kitchen project. You feel so close to completion and yet we have not yet begun to fabricate your counters. To avoid



misplaced expectations, you should expect the following time frames:

Plastic Laminate Counters	7-10 Business Days
Corian Countertops	Approx. 10 Business Days
Granite & Zodiac	2-3 Weeks



Prepare yourself for these time frames. Then, if your tops are installed earlier, it will be a pleasant surprise.

C. Final payment on the counters is due at the time of installation.

Step Six: Post-Installation & Service

A. During the time your cabinetry is being installed, it is not uncommon for you to require the expertise of one of our service technicians. This could be for anything from a backordered door to help resolving an unforeseen job issue. Your salesperson can schedule a time for service, should the need arise.



B. Should service issues arise that require a product to be modified, or additional product to be fabricated, we will work to complete these items in a prompt manner. Normally, these situations can be handled within 5 business days. Replacement raised panel doors are an exception. These can take up to three weeks.

In our experience, one of the most frequent frustrations expressed by consumers is a lack of communication and unclear expectations with their cabinet manufacturer. We feel that the six steps outlined above should keep the surprises to a minimum.

If you have any additional questions or concerns regarding the process, please do not hesitate to discuss them with us.

*Thank
You*