

# Rigney HomeCraft

## Client Reference Guide



### Critical Deadlines & Client Responsibilities

- **Estimate & Reference Guide** must be signed and deposit paid to start job process.
- **Appliance selection** and dimensions are due ASAP because drawings can't be done until we have them. Specs for the appliances you select, can be found on the manufacturer's website, and can be emailed to us as pdfs.
- **Final approval of drawings** must be signed prior to construction beginning.
- **Paint or finish color selection** is due when you sign off on your drawings.
- **Knobs and pulls** must be at job site on first day of install along with instructions on location of placement. You can determine the number needed from your final drawings.
- **Removal of all personal items** from project area when notified we are arriving to install or renovate.
- **Turn off water to entire house just before we install.** This will prevent major damage in the rare event of a broken pipe. PVC pipes get very brittle with age.
- **Failure to do any of these things can result in job delays.**

### Draw Schedule

- 25% deposit to secure contract & add project to our schedule
- 25% payment upon delivery of cabinets to job site.
- 50% payment upon completion of job

Upon completion of job, client is required to pay all balances within 7 days or be subject to penalty charges of 5% of remaining balance for each week the balance is left unpaid. After 30 days, client is subject to a penalty of 20% weekly of remaining balance and possible construction lien. Extra trip fees are assessed on a mileage/time basis if client fails to meet deadlines or fulfill responsibilities. A \$45 fee is imposed on returned checks.

### Change Orders

After designs are approved/signed, change order fees can be assessed for additional design work and changes/add ons to project. This does not apply to minor on-site adjustable items. A restocking fee may apply to any returned items returned by the request of the client. Storage fees may apply should we be required to store cabinets after agreed upon completion date because they can't be installed due to delays outside of our scope of work.

### Warranties

We warrant our work for one year from final job completion unless damaged due to fire, water, natural disaster, abuse, or normal wear and tear. Because of the nature of wood and its movement with moisture and/or humidity, we can't warrant expansion and contraction of joints or symptoms thereof. All hardware comes with full manufacturer's warranty, but please note that loading drawers beyond weight limits set by a manufacturer will void their warranty.

### Schedule

We diligently plan to make sure we meet the install deadline you need. Construction is a fluid process, however, and your project can be delayed by weather, the progress of other contractors working your job, material availability, changes, etc. We believe communication is critical to meeting everyone's expectations, so we strive to keep you informed and ask that you do the same should you become aware of possible job impacts.

**We know you have many options to choose from, and we thank you for selecting Rigney HomeCraft for your project.** We accept and acknowledge your agreement to these terms when you pay your deposit and agree to acceptance of the estimate.