

CABINET PROCEDURES

Ready to Purchase:

IMPORTANT NOTES:

- Your proposal and drawings **must be signed, and deposit paid in order to place your order.**
- We will call you once the cabinets have arrived at our warehouse to schedule a time for delivery/pick-up. We will also email your final invoice to you. It must be paid before delivery/pick-up can occur.
- To schedule your delivery, please contact our office at 303-456-6400 with your desired delivery day & timeframe. **We deliver to garage only.** Please talk to your sales person about additional fees for alternative delivery locations.
- All About Cabinets and Countertops **DOES NOT** install cabinets. We refer trusted contractors that our clients have used on previous projects and are happy with their work.

Cabinet Procedures:

1. Sign all pages of your Proposal and drawings
2. Pay your agreed upon deposit (60% down) through our pay link on our website or over the phone.
3. Once your order has been placed, it takes a day or two for processing. Once your order is reviewed and confirmed your lead time starts then.
4. Please allow 2 week after your order has been processed to check on an estimated ship date. Once your cabinets ship from the manufacturer, we'll get a confirmed delivery date from the trucking company.
5. Once we receive your order, we'll reach out via phone/email to schedule your delivery or pick-up and send you your remaining balance. This balance must be paid before delivery or pick-up can occur.
6. We do not open boxes upon arrival to our warehouse. If a box is damaged, we will open it to inspect your product. If it is damaged we'll start the warranty process and notify you immediately.
7. When receiving your cabinets open boxes and inspect that there is no damage and everything is accounted for. If anything is missing or damaged please follow the warranty process and get in touch with All About Cabinets and Countertops as soon as possible, so we may mitigate the issue.
8. We prefer you and your contractor keep your installation progressing especially if the frames are intact. Doors, drawers, accessories, and other miscellaneous parts can be ordered without halting your installation.

Cabinet Checklist:

- Find a Contractor and review drawings with them before pulling the trigger. You can also schedule an on site meeting with your contractor and designer to discuss any needs or challenges.
- Select your appliances before purchasing your cabinets. Specs are needed to be able to place your order especially for built-in ovens, microwaves, or any panel-ready appliances.
- Please review your drawings with your designer carefully. Any changes after your order has been placed cannot be changed and could end up being costly.

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Delivery & Glass Procedures:

IMPORTANT NOTES:

- We will reach out once the cabinets have arrived at our warehouse and are accounted for to schedule a time for delivery/pick-up. Your remaining balance must be paid before delivery or pick-up can occur.
- To schedule your delivery, please contact our office 303-456-6400 with your desired delivery day & timeframe.
- **We deliver to garage only.** If stairs or additional moving logistics are required, please let us know prior to delivery date. This will incur additional delivery fees.

Delivery Procedures:

1. Schedule a delivery with our office by reaching out to 303-456-6400. Please let us know when you'd like your order delivered. You may also let our office know if you'd like to receive a call when we're on our way.
2. Please ensure the following prior to your delivery date:
 - a. A clear and accessible pathway from the street to the delivery location.
 - b. Driveways and entryways are free from obstructions.
 - c. Someone 18 years or older is present to accept the delivery.
3. You must receive all items. The trucks do not take anything back to our warehouse. If something is wrong, damaged, or missing please contact AACC office at 303-456-6400.
4. Our delivery team is not responsible for opening and inspecting your order. If you find any damage please take pictures and send them to sales@allaboutcandc.com. You can also note which items were damaged on the paperwork you sign and we'll start your warranty process.

Delivery/Pick-Up Checklist:

- If you're picking up products from our warehouse, please try to let us know a day/time you expect to be here so we can make sure our warehouse staff are available to assist.
- If you have a scheduled delivery, please ensure that your garage or designated receiving area is clear and accessible for our delivery team.
- You do receive a dishwasher bracket with your purchase of countertops. It will need to be set to the cabinets above the dishwasher before we can install your countertops. If you pay online you'll need to pick it up at AACC Showroom.

Glass Door Procedures:

- If you have any glass doors on any frames, they **DO NOT** ship with glass. Cabinet doors come prepped for glass and we use a local fabricator to install the glass upon arrival. Glass prices will be separate from your cabinets and will be noted on your proposal.
- We **DO NOT** open boxes or remove doors from cabinets when they arrive to our warehouse. Once the cabinets are delivered and in your possession, you or your contractor will need to remove doors & bring them back to the showroom (preferably with the hinge detached from door; leave with frame).
- Once we receive them it takes about 10 business days to get the glass installed & brought back to our showroom. We will call you to let you know the doors are ready for pick-up.