

From the team at Kitchen Experts of California Inc., it is a pleasure to have the opportunity to bring your dreams for your home to reality! The finished product is one we are confident you will want to show off for years to come! Now that the blueprint has been done, we will be getting in touch with you very soon to get your job going!

We know that any remodeling process is a lot of work, so here are some helpful hints to make the process go by smoother:

Getting prepared for your remodel:

- About one-two weeks prior to your start date begin packing up the kitchen starting with the items you don't use every day and keep available the ones you do. You may even want to start packing away any wall décor you have on display. As you get closer to your scheduled start date, you can pack the rest of your belongings. Disposable dishes/utensils will be very useful to have on hand.
- Depending on the extent of your remodel you may be out of your kitchen for some time. If the space permits, set up a temporary kitchen in another room. If your microwave is not secured to the wall put it on a small table with some paper plates, cups and utensils. Try to have your refrigerator plugged in nearby as well. We can move your appliances to your desired location on the first day of your project if needed, so be sure to let your Foreman know.
- Please be sure to keep any pets away from the project as there may be construction materials that are hazardous to little paws.
- Although we erect vinyl sheeting around the area we are working, there will be dust and debris that may make its way into the surrounding rooms. Please cover all electronics or any other valuable furniture that you do not want to get dusty. **Rule of thumb:** If we are working in the kitchen, make sure electronics and furniture are covered in any room connecting to the kitchen.
- Please make sure we arrange access to the house if you will not be home. An extra key for your crew, hiding spot for a key, lockbox or back doors left open always work.
- **Appliances:** If you are purchasing new appliances, our office will need the model numbers, brands and installation instructions prior to the start date. Appliances need to be purchased **PRIOR** to the start of your project. Please arrange the scheduling of the installation of your appliances with your Project Manager. If you plan on keeping your appliances, please make sure there is an area where we would be able to relocate them during your remodel. We do not warrant the re-usability of any appliance after we have removed them for our demolition purposes and then reinstall them into your

kitchen. ALSO: Make sure that the appliances you are purchasing are [counter depth](#) unless other arrangements have been made with the Project Management Office.

DON'T FORGET: Due to warranty and liability reasons, Kitchen Experts will not install any new appliances that have not been purchased through us. We will, however, re-install your existing appliances if you do not wish to replace them. Also, Kitchen Experts does not donate your used appliances, but if you would like to donate, please be sure to confirm with your Foreman on the first day of demolition as to where you would like to have your appliances stored.

- Sink: Due to warranty issues, Kitchen Experts will not re-install your existing garbage disposal. If you purchase a new disposal on your own, we will install that one for you. We can also purchase one if it is in your contract. The purchase and installation of your garbage disposal must be included in the contract or on an addendum to be included in the scope of work.

All material should be finalized with your Project Manager prior to your start date i.e. granite colors, floors, backsplashes etc. If your selection deviates from any selection stated on your contract, it needs to be clarified with an addendum.

Any and all changes to the original contract will not be considered final until there is an Addendum signed by you and a representative from Kitchen Experts.

- All fixtures or additional material/items that you would like us to install for your project need to be purchased and in your home before the first day of the project. Please speak with your Foreman to show him where to find the additional materials and give him any particular instructions you may have.
- Trash: If requested, we can have a dumpster at your location for the major demolition portions of the project. Typically, our trucks will come by to get all trash as quickly as possible, but please make sure there is a spot to put it as it may take 1-2 days before we pick it up. You are welcome to review debris location and removal processes with your Foreman at any time.

Things to remember to do during your project:

- At the start of your job, you will be introduced to your Project Manager. Your Project Manager will be contacting you to set up a tentative schedule and will be keeping in constant contact during your remodel. Your Project Manager will get in contact with you if there are any changes to your install schedule as soon as they know about it. Remember to be FLEXIBLE! There are many things that can come up during a remodel

that can delay the process, but your Project Manager will work with you to be sure you are taken care of.

- We have very experienced and professional crews that will be coming to your home. There will be a Foreman who will be on the jobsite on the first day and will periodically check in on the job as well. Please speak with your Foreman on the first day to clarify any questions that you have and let them know the best way to contact you if they have any questions during installation.
- Due to insurance purposes, we ask our customers to stay out of construction areas while we are working. This is to allow our installers the ability to insure our process is done correctly and in a timely manner. If you have concerns or questions, the office will be more than happy to help.
- **Addendums:** Addendums are additional labor/material that is above and beyond or different from the original contract. Addendums are used to clarify specific portions or changes of the project as well and are subject to additional charges. Payment for an addendum is due at the time of signing and is not considered an official change until signed by you and a Kitchen Experts representative. You will receive a copy of all Addendums. **Remember, if something has been discussed, but it is not on the contract or an Addendum, it will not be included in your scope of work.*
- **Permits:** Customer is liable for permits for their project. Typically, customer will write a blank check to the city and Kitchen Experts will take care of processing the permit. We pull the permit 1-2 weeks before the start of the project at the latest. The Building Department issuing permits may require additional construction not in the scope of your contract. Customer agrees to pay any additional costs for Architectural/Engineering, Drawings/Calculations and City/County Permits.
- **Smoke and Carbon Monoxide Detectors:** It is required by code that there be Smoke and Carbon Monoxide Detectors in the home. Kitchen Experts does not provide these detectors, but we will install these for you, so please be aware that the installer and inspector may need access to other parts of your home.

Installation Schedule:

We will have a tentative schedule for you during the project and you will always know when there will be crews at your house during each phase of the project. During the demolition phase leading up to the rough inspection, there will be crews at your house every day. This process can sometimes take 3-5 days depending on the scope of the project. Your Foreman will go over all of this with you on the first day of your project, but below is a rough outline of each step you can expect during your project:

- Demolition
- Rough Inspection

- Cabinet Delivery *This is when the delivery payment is due.
- Cabinet Installation
- Template: The countertop fabricator will meet with you to confirm your edging and layout. Your granite will then be fabricated here at our shop in Pleasanton. Please let us know if you would like to schedule to approve the layout of the granite in person here in Pleasanton before your Template and we will make sure that your granite does not get cut before you sign off. Otherwise, we will use our best judgment to make sure your countertops are beautiful.
- Flooring-if included in your project. If not, there may be a few days where there will not be crews at your house until the countertop is installed.
- Countertop Installation-This is also when your sink will be installed.
- Backsplash Installation
- Final Hook-Ups: Appliance delivery and installation, plumbing hook-ups and final touches.
- Final Inspection and Walk-through: Final Payment is due upon the passing of the Final Inspection.

We look forward to being in constant contact with you throughout your project and assisting you with a beautiful final product! Please feel free to contact any member of our Project Management team at any time during your project:

<p>Alan Camacho Project Manager (P) 925-202-2930 alan@kitchenexpertsca.com</p>	<p>Sarai Martinez Project Manager (P) 925-202-2927 sarai@kitchenexpertsca.com</p>
<p>Ryan Wallace Project Manager (P) 925-202-2933 ryan@kitchenexpertsca.com</p>	<p>Erica Leon Administrative Assistant (P) 925-202-2928 erica@kitchenexpertsca.com</p>

Some Last Helpful Hints:

- Please be sure to let your Project Manager know the best way to get a hold of you before and during the project. Your home phone will not always be accessible during the remodel, so cell phone numbers and emails are always helpful. Also, we understand that the key to a good project is communication. Between your Designer, Foreman and Project Manager, we should be able to best serve you, but please let us know if there is anything we can do better during your project to better work together.

- How flexible is your schedule? We ask that the customer be home at the first part of the day on the first day of construction to go over the project. We can definitely chat with you on the phone and by email during the days you are not at home during construction if there are any questions or confirmations needed. We will always do our best to accommodate work schedules and make sure that if there is anything we need to work around that we arrange before the project starts.
- Travel Plans? Deadlines? Please let us know before your project starts if at any time you will be unavailable for us to be in the house and we can schedule around your plans. Also, we will always try our best to be sure that we have the project finished completely before any plans that you may have. Please let us know before the project starts if there are any events that we need to be aware of.
- Be Flexible! We completely understand that construction is a messy, stressful process. Any kind of remodel is enough to make anyone crazy, but especially in the kitchen. Sometimes there can be some unavoidable delays with the City Inspections, waiting on materials, etc. While we do our best to make sure that these delays do not happen, please bear with us while we work through any and all schedule changes. We will always advocate for our customers and do our best to make sure this process goes as smoothly as possible. Our goal is to get you back into a functioning, beautiful kitchen as quickly as possible!

Again, we look forward to working with you on your project and thank you
for choosing us!