



WHAT TO EXPECT NEXT



STEP 1:
YOU PLACED
YOUR ORDER

Are Your Products in Stock?

ARE YOUR PRODUCTS IN STOCK?

YES

Great! Once you've confirmed the color, style and design, we'll get it all ready for you and send it on to your local showroom. How long does all this take? Glad you asked because it depends on what you ordered:

- **IF YOU PURCHASED CUSTOM STOCK**

THEN it usually takes about **10–14 days** (as long as everything is paid for and you signed all of your paperwork). Don't forget to read those terms and conditions... there is a lot of good information in there.

- **IF YOU PURCHASED CUSTOM BUILT**

THEN based on your selections, a door sample may need to be ordered and approved (by you, of course), and this can take **up to 2 weeks**. AND, once you've reviewed and approved the sample, your order will be placed, and our craftsmen will get to work. From there, you can expect your custom cabinets to arrive in **10–12 weeks**.

NO

DOGGONE IT! Sometimes, this happens so your order “stands in line” and waits until it becomes available. Your helpful Designer will be able to let you know at the time you place your order if it's in stock. Once it's ready, we'll send your entire order to the local showroom. This can take a little time, and your Designer will give you an estimated time frame as to when you can expect it to arrive. Expect a call from our transportation partner to schedule a delivery date once it arrives at the showroom.

**So, in general, a cabinet install (without countertops) takes about 5–6 weeks from start to finish for custom stock cabinets and 12–14 for custom built.*



STEP 2: DELIVERY

Pick One of 2 Choices

DELIVERY

1

YOU WANT IT DELIVERED BY PROS

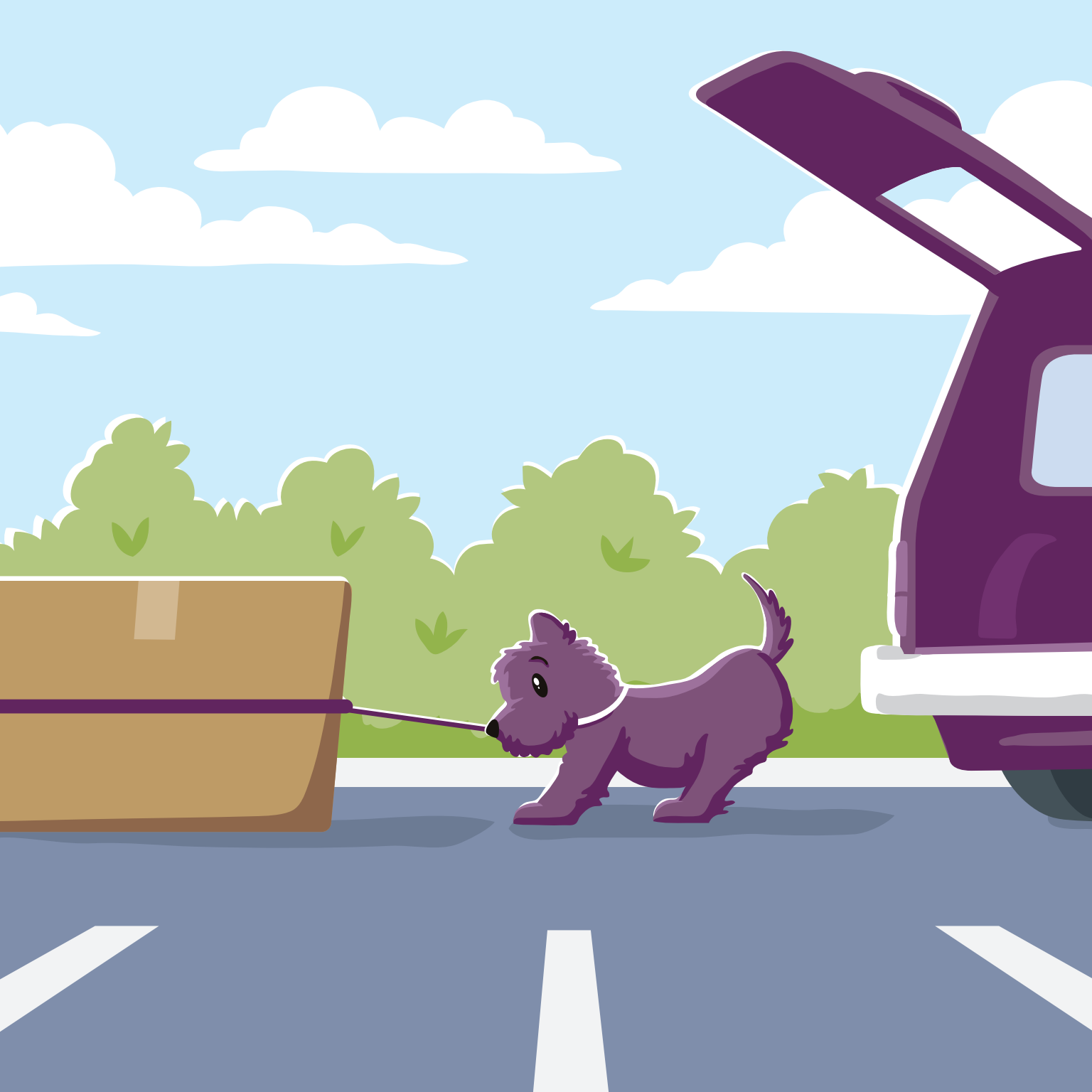
Great choice! You have no idea how heavy these things are. Once all of the items you ordered have arrived at our showroom, our delivery team will call you to set up a time and date to bring them to you. Then, if you've purchased installation from us, your installer will follow up to confirm you've received everything and coordinate a time to come out and install them. WOW, that seems easy, right?

CUSTOMER PICKUP

2

YOU'RE ONE OF THEM DIY TYPES

If you're a top dog transportation specialist and prefer skipping the gym for a more hands-on type of workout, that's no problem! You can have your order delivered to our store and get notified once your products arrive. Then, we'll call you to schedule a time to come get them. Don't forget, although our cabinets come flat packed, they can take up some room, so be sure your vehicle has sufficient space.





**STEP 3:
INSTALLATION**

INSTALLATION

Installation can normally begin within one week of the delivery of the products to your home, with normal cabinet and flooring installation taking 1–3 days to complete. This doesn't include countertops (more on that later).

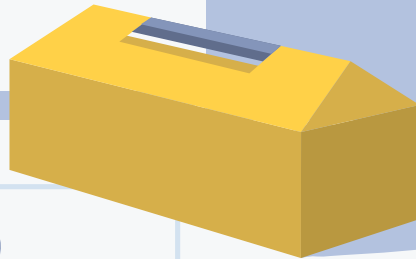
CABINETS

The quote you receive for installation while at the store is for the assembly and installation of cabinets, molding, fillers and accessories purchased at Cabinets To Go.

- If you opted for **Installation only**.
 1. Please DO NOT begin any demolition work until you have received, inspected and accepted all of your merchandise AND have confirmed your installation date with your installer.
 2. Once you have confirmed an installation date, it is the homeowner's responsibility to prepare the room by removing all existing cabinetry, countertops, sinks, faucets, backsplash, appliances or any other items that could impede the installation of the cabinetry.
- If you opted for **Installation + Demolition**.
 1. Our installer will remove existing cabinetry and countertops for haul-away and disposal by customer.
 2. Our installer will remove sinks and faucets where a shut-off valve is readily accessible.
 3. Our installer will remove existing backsplash if requested.

CABINETRY CONTINUED

- Once the room is prepped and ready for **Cabinet Installation:**
 1. Our installer will hang and install your wall and base cabinets according to the design approved by you from Cabinets To Go.
 2. Sometimes, your installer may find it necessary to modify a cabinet to accommodate a wall oven or farmhouse sink, which will occur on-site. These modifications are included as part of the cost of installation.
 3. When we are done, we will remove all boxes and packaging materials and leave your room/space in clean, broom-swept condition.
- The following are **NOT included** with installation or demo:
 1. Our installers are not licensed plumbers or electricians and cannot move, alter or add any plumbing or electrical lines or fixtures.
 2. Our installers are not general contractors and cannot make any structural or custom modifications to the home.
 3. Our installers cannot move or install any appliances.
 4. If backsplash was removed, it is the homeowner's responsibility to prepare the wall for any new backsplash or finishes.
 5. Disposal of cabinetry, countertops, appliances, etc.
 6. Cabinets To Go does not warrant, guarantee, or promise that any removed items will be in reusable condition. If the homeowner intends to reuse any items, those items must be removed by the homeowner prior to the installation date.





FLOORING

Cabinets To Go Installation is defined as the labor to install just the wood, laminate or vinyl product and does not include any materials, demolition or removal of existing flooring, floor preparation, furniture movement or transition moldings. For installation to occur, the site should be prepared with all furniture moved, existing flooring removed and subfloor clean, level and clear of debris.

The installation price is for labor only and does NOT include materials, including flooring, underlayment, transition or installation tools. Transition and perimeter moldings are sold separately.

SINKS

Here are a couple of things to remember if you're having a sink installed:

- Farmhouse sink base cabinets must be custom modified on-site to accommodate the size of the sink you selected. These modifications are included as part of the cost of installation. Your farmhouse/apron sink must be on-site at the time of cabinet installation as these are installed at the same time as your cabinets.
- Drop-in and undermount sinks are installed during countertop installation, and the sink or sink template must be on-site at the time your countertop is measured.

COUNTERTOPS

If you ordered countertops and we're installing them, this part is pretty important:

- Countertop quotes are for basic installation only. After countertop templating and measuring are completed, there may be a change order or price adjustment required if the actual measurements vary too much from your original design and quote.
- Templating cannot be completed until after cabinets are installed and your sink is present.
- If you have selected natural stone (granite, marble or quartzite) countertops, we strongly encourage you to visit the fabricator and view your slab prior to installation. Each countertop has naturally occurring variations in color, tone, granularity and pattern.
- The fabricator will contact you to set up a time to perform the measuring and templating of your countertops, which are typically performed within 7 business days after your cabinet installation is complete.
- After the template is complete, your product will be ordered and installation scheduled. We recommend that you schedule your installation for a day and time when one of the homeowners can be present.
- Laminate and butcherblock countertops are ordered in pre-fabricated sizes and must be modified on-site for installation.
- **NOTE:** Butcherblock countertops require sanding, staining and sealing to protect against stains. These finishes are not included as part of the installation.





STEP 4: WARRANTY

GOOD NEWS—

Our Worthington cabinet collection is warrantied to be free from defects in material and workmanship under normal residential conditions for a period of three years. Our custom stock European, Shaker and Raised Panel collections are all backed by a limited **Lifetime Transferable Warranty**, and our Custom Cabinetry collections are all backed by a limited Lifetime Warranty. That means we guarantee that all our products will be delivered and remain free from defects in material and workmanship under normal residential use. If you'd like to download or find a copy of the warranties for all our products, you can visit our website at CabinetsToGo.com/pages/warranty.

IF THIS HAPPENS:

You're having a ruff time with products that are under warranty.

THEN DO THIS:

Give our **Customer Care** team a call so you can file a claim, and they can determine if a replacement is available. **(800.222.4638)**

———— THAT LEAVES 2 POSSIBILITIES: ————

1 REPLACEMENTS ARE AVAILABLE:

You'll work with Customer Care to order the new parts, and they can be shipped to the store or right to you.

2 REPLACEMENTS ARE NOT AVAILABLE:

Customer Care will let you know if an item is on back-order and will suggest alternative solutions. You can either accept an alternative or wait for the parts to become available. If you choose to wait, you can count on us to either send the products to your home or ship them to the store to be picked up once they are in stock.

DO YOU HAVE ANY QUESTIONS?

WE WANT OUR CUSTOMERS TO HAVE A PAWS-ITIVELY EXCELLENT EXPERIENCE WITH US. SO, IF YOU EVER HAVE ANY QUESTIONS, HERE'S WHO TO CALL:

CALL YOUR DESIGNER:

- Product delivery or pick-up coordination
- Design changes
- Ordering additional items not on your original order
- Making subsequent payments
- Questions about your bill
- Returning unopened items (within 30 days of purchase)
- Scheduling countertop template and installation

CALL CUSTOMER CARE: (800.222.4638)

- Warranty claims
- Questions about the status of your order
- Questions about a payment or refund
- Installation questions
- General product inquiries



ASSOCIATE BUSINESS CARD FPO

If you think we did a doggone great job, we'd love to hear about it. Please leave us a review.



TO CHECK ON ORDER STATUS, DELIVERY OR TO FILE A CLAIM, CALL: 1-800-CABINETS (222-4638).



If you're happy with how we've done, don't forget to
leave a 5-STAR review and join us over on social media!



SKU: 2023WTEV1

