

PROJECT CHECKLIST & SITE PREPERATION REQUIREMENTS

Dear Customer

Thank you for choosing The Kitchen & Cupboard Factory as your project partner. We remain committed to the highest level of customer service and quality delivery. The following project checklist and site preparation requirements will help to streamline the project to ensure a speedy and successful installation.

ACCEPTED ORDER

1. Once you have accepted the quotation, the original quotation will change to an official order. A TAX INVOICE will be issued for the payment of the deposit that will confirm the order. *(Please advise if the invoice should be made out to a trust or company and provide the invoice name, address and VAT number).*
2. Your sales consultant will provide you with a preliminary installation date. Once final onsite measurements have been taken, the order will be put through to the factory and suppliers. Our production office will then contact you to confirm the installation date.
3. Important: no changes can be made once the official order has been signed. Should any urgent changes be required, please contact your consultant straight away. These changes may affect a number of aspects of the manufacturing process, which could in turn have a bearing on the installation date.

Please note that despite the controls in place, installation delays can still be expected. One of the main reasons for a delay in installation is an unprepared site. If the site is not ready, the initial installation date will be revised and a new installation date will be provided. (Please refer to Point 9 under the Site Requirements section below.)

SITE REQUIREMENTS

Please take note of the following requirements prior to commencement of installation:

1. Any old / existing units that will be replaced as part of the project need to be removed by client prior to the installation date. It is not possible to commence with installation until these units have been removed. If not, a new installation date will be set, and alternative arrangements need to be made with your consultant.
2. Please confirm the exact sizes of appliances and/or any other immovable structures and fittings with your consultant when signing-off on the order.
3. Ceilings, windows and doors must be fitted and the relevant room(s) must be able to be securely locked.
4. All the relevant walls should be painted and floors tiled prior to installation. Please inform your consultant if tiling will be done afterwards when signing your order. Bear in mind that additional costs will be charged if kick plates need to be fitted at a later date, once tiling has been completed.
5. Carpeting can be done prior or post installation.
6. Please confirm if electricity will be available on site. If not, please inform your consultant so that we can make provision for a generator to be taken to site.
7. The Kitchen and Cupboard Factory does not do any plumbing or electrical installations. It is therefore important to have all electrical points and outlets fitted according to final plans received from your consultant by your preferred qualified plumber and electrician. Please ensure that your contractors receive copies of these plans. Please note that any delays in electrical fittings will affect the installation process and that the installation date may have to be moved.
8. Plumbing outlets need to be fitted strictly according to the final plans received from your consultant, for the same reasons as set out in point 7 above.
9. Please note that your consultant can only take final onsite measurements once the relevant walls have been plastered, any floor screed completed and the ceilings fitted. Only thereafter will the order be processed for manufacturing and materials ordered.

FIRST DAY OF INSTALLATION

VERY IMPORTANT: Our installation teams are under clear instruction to return to the workshop should your site not be ready and prepared for installation. Your installation will be rescheduled for the next available slot.

1. All floor units should be fitted within the first two days of installation. Granite, engineered stone and other solid surfacing suppliers can then be contacted to arrange for worktop templates. These can normally be done on the second or third day, depending on the extent of your project. Please note that the lead times for manufacturing and installation of granite, engineered stone and other solid surface worktops will be established by the specific outsourced suppliers. Please discuss this directly with your supplier.
2. All appliances such as stoves, hob and sinks, as well as hardware such as handles and special fittings, etc. must be available onsite during installation in order for our installers to fit and adjust where necessary.

DURING INSTALLATION

1. For hand-painted units, only the doors will be primed prior to installation. The paint finishes or paint techniques will be applied on site once all the units have been installed.
2. Duco sprayed doors can be fitted only once granite or solid surfacing worktops have been installed.
3. Any electrical and plumbing installations can be completed on the last day of installation.

AFTER INSTALLATION

1. Clients need to review the installation, preferably together with the installation team where possible, on the final day of the installation. The sales consultant may be asked to join the client onsite to discuss any snags. Alternatively, a snag list can be emailed or faxed to your consultant within three (3) days after installation.
2. Once the snag list has been received, arrangements will be made to tend to these as soon as possible.

SUPPLIER REFERENCE LIST

Please find a list of our preferred partners and suppliers for your convenience, or speak to your consultant to discuss your specific needs. **Please note: We do not "Project manage" external suppliers. As the client you are responsible to liaise with your preferred external builders, contractors and suppliers yourself regarding queries, lead times and on site problems. The Kitchen & Cupboard Factory only takes responsibility for what we supply and install.**

| SERVICES | COMPANY NAME | TELEPHONE NUMBER |
|---------------------------|--------------|------------------|
| Building / renovations | | |
| Plumbing | | |
| Electrical | | |
| Carpentry | | |
| Tiling | | |
| Painting | | |
| Granite / Solid surfacing | | |
| Carpets | | |

PAYMENT PROCESS

1. The Kitchen & Cupboard Factory requires a 50% deposit upon acceptance of the order, with a 40% with delivery of carcasses onsite, and a final 10% upon completion of installation.
2. In some instances a progress payment may be required when the installation process is impacted due to builder delays or suppliers not being able to provide complete materials.

BANKING DETAILS

All payment must be made to:

MICKMAX CC

FNB Helderberg

Branch code 200612

Account number 3800043598

Reference: Client Quotation / Order number



MEMBER OF THE KITCHEN SPECIALISTS ASSOCIATION

Mickmax CC | T/A The Kitchen & Cupboard Factory | Reg No. CK 1996/024670/23 | VAT No. 49501 58883

Disclaimer: The Kitchen & Cupboard Factory cannot be held responsible for any onsite loss or damages to property during the installation process.

Do not hesitate to contact us if you have any queries or questions. In the mean time you can visit the KSA (Kitchen Specialists Association) at www.ksa.co.za for useful tips and advice on your new project.

Thanks again you for your support – we look forward to working with you on your new project.
The Kitchen & Cupboard Factory, Management and staff



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