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The Cabinetry Process.

Whether you are renovating your house or building new, a good understanding of the ordering process at Creative Woodcraft Ltd. can make the entire project run smoothly and efficiently. In this document you will find a step-by-step process that should help eliminate the common pitfalls people experience when there are significant steps involved.

At Creative Woodcraft Ltd. we have made the process simple by dividing it into six easy phases. They are:

- ❖ **Phase I** - Dreams and Designs
- ❖ **Phase II** - Expectations and Quotations
- ❖ **Phase III** - Finalization
- ❖ **Phase IV** - Manufacturing
- ❖ **Phase V** - Delivery
- ❖ **Phase VI** - Installation

I. Dreams and Designs

In this phase of the process we will work with you to determine what you want to see in your house. We have been told that one of the ways we stand out in the cabinetry business is that we listen to what our customers are actually saying. We then take that knowledge and discuss all the options that are available based on a rough budget for the project. This method allows us to help you achieve the best possible overall cabinetry in a cost-effective manner. We are a full service custom cabinet shop and are committed to helping you achieve the beautiful cabinetry you envision for your home.

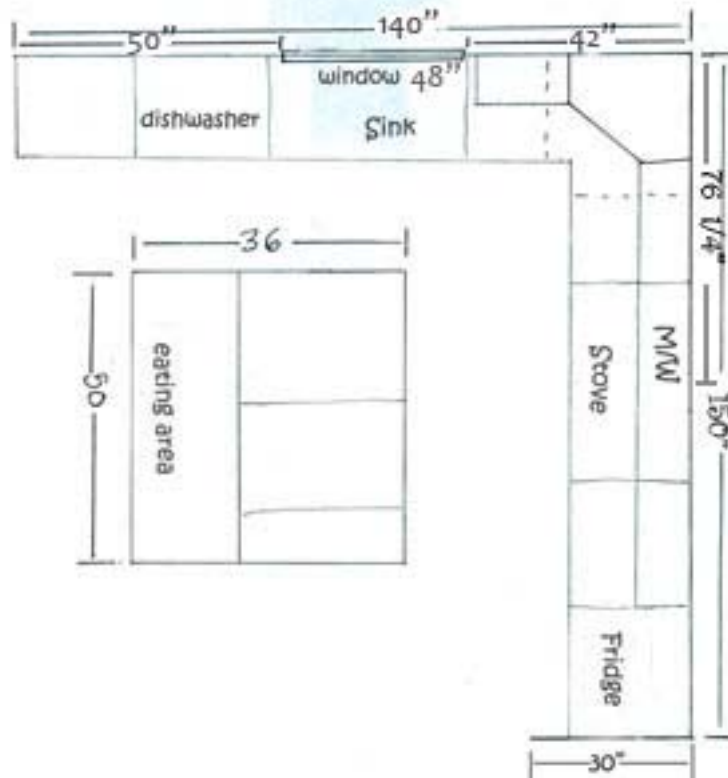
To achieve this we need to gather all the information needed to generate a design that meets your needs and budget. The best way to accomplish this is for you to come to our showroom with a drawing of the project. The drawings can be detailed architectural drawings, blueprints, or even simple sketches of your project.

In our showroom we have a large collection of different types and styles of the following products: doors, countertops, handles, drawers, crowns and various mixed hardware. We will discuss all the options and explain how this variety of products can enhance your cabinetry. If you are looking for ideas before coming in for your design session, we offer a general selection of all these products on our website at <http://www.creativewoodcraft.com>

A free-hand sketch is more than adequate at this stage of the process and should include the following information:

1. Wall measurements;
2. Window sizes, including casings and distances from walls;
3. Locations of any electrical outlets or plumbing that will affect cabinetry design; and
4. Location of appliances (distance from wall to center of appliance).

The following is an example of a simple sketch that has all the general information we need to get the design process started:



After the sketch is drawn and you have had a chance to gather ideas from our informative website, it is time to come to our showroom and complete the designing process. Our friendly staff would be more than happy to help you with any questions you have and walk you through the rest of the process.

Important Tip It can really help to simplify and speed up the process if you can bring the following things when you come to visit our showroom:

1. Architectural drawings, blueprints, or sketches;
2. Samples of flooring or paint colors (not necessary, but helpful);
3. Appliance Specifications or make and model numbers;
4. Possible list of products you want in your kitchen (visit our website for ideas); and
5. General budget and desired timelines.

II. Expectations and Quotations

Once we have all your information, we will design a set of custom drawings of your project. We look at the entire project and prepare a quote. The quote may have a couple of options and different pricing scenarios. These quotes can be mailed, emailed, faxed or picked up. If you would like to set up a time to discuss your quote and options, we would be glad to schedule an appointment for you.



Creative Woodcraft Ltd.
QUALITY CUSTOM CABINETRY

Date: June 15, 2009

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OPTIONAL:

KITCHEN:	\$ _____	KITCHEN:	\$ _____
VANITY #1 Main	_____	VANITY #1	_____
VANITY #2 Ensuite	_____	VANITY #2	_____
VANITY #3 Pwd	_____	VANITY #3	_____
LAUNDRY	_____	LAUNDRY	_____
VANITY #4 Lab	_____	EXTRAS	_____
PANTRY	_____	MANTLE	_____
Sub TOTAL	_____	Sub TOTAL	_____
P.S.T.	_____	P.S.T.	_____
G.S.T.	_____	G.S.T.	_____
TOTAL PRICE:	\$ _____	TOTAL PRICE:	\$ _____

Delivery time is generally 2 to 3 weeks for installation cabinets and 1 to 4 weeks for wood cabinets, subject to availability of supplies. To accommodate your scheduling and occupancy, as much advance notice as possible is required (2 to 3 months average). There is a timely non-cancelled basis.

TERMS - Payments to be made as follows:

At the time of final measurement	50% \$ _____
Substantial Delivery	40% \$ _____
Completion of Installation	10% \$ _____

Payments in full within 10 days of completion. Interest will be charged on overdue accounts at 24.99% per annum (2% per month) calculated and compound monthly from the date of the account until it is paid in full on any account not paid within 30 days of the due amount.

AGREEMENT:
A charge will be applied if a return trip is required to install the finished kick plate due to flooring (after cabinet installation).
You are hereby authorized to furnish all materials and labor to complete the work mentioned in the above proposal, on which the undersigned agrees to pay the amount shown in the said proposal and according to the terms thereof.

Signature: _____ Date: _____

Based on current material costs, this quotation is valid for 45 days.



Important Tip In order to expedite the process, this would be the best time to make any changes or provide additional information before we enter the next phase of the process. For example, having all manufacturer's specification sheets at this point ensures only minor changes have to be made in the finalization phase of the project.

III. Finalization

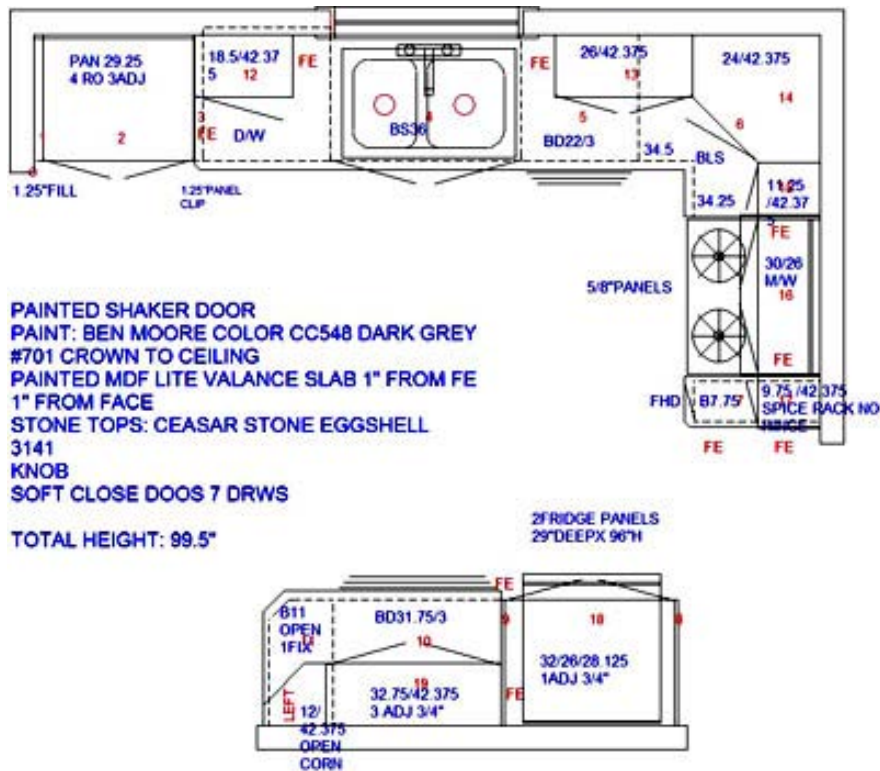
In this phase we finalize all of the project details. This is important because once we enter the next phase of the project it is costly to make changes. We build cabinets as needed in custom sizes and cannot re-use cabinetry in other jobs. We confirm all products and elements of your project. After we have finalized all the optional choices and confirmed the quotation figures, we will ask for a deposit and set a date for installation.

At this point one of our cabinet specialists will set up a time to visit your project site and take final measurements. This allows us to confirm all critical sizes for the design. At this point we can identify any conflicts that may arise from plumbing, electrical, ducting or other unforeseen issues. We take all this information and apply it to our design. We make sure every element of the design is correct and functionally perfect. We may at this point, if on-site measurements change designs, have to re-quote the project. Once we are sure that the cabinet designs are exact and the contract is signed we can enter into the cabinet manufacturing phase.

Important Tip Timelines are always based upon the “last changes or information to arrive.” If we are missing information, we cannot start the manufacturing phase, thus, leading to delays.

IV. Manufacturing

In this phase, all materials are ordered and we transfer your design information into a manufacturing format.



This information will be sent to our highly trained staff for manufacturing. At Creative Woodcraft Ltd. we believe in the craftsmanship of cabinetry. We have strongly supported an apprenticeship program over the years at the British Columbia Institute of Technology. At Creative Woodcraft Ltd. we believe that highly trained staff members make superior quality products and these are the people we have chosen to help complete your project. We have an extremely high ratio of ticketed tradesmen employed in our shop. Not only have we been servicing Vancouver Island for over 20 years with a reputation for cabinetry excellence, we have credentials to assure you that you will receive the finest quality cabinetry.



At Creative Woodcraft Ltd. we manufacture our own wooden doors. The ability to manufacture our own doors ensures that the highest degree of craftsmanship and quality is passed on to our customers. This part of our manufacturing system allows us to cut down on lengthy lead times that some shops experience waiting for doors to arrive. For example, if a door is damaged when it arrives to a shop, a replacement door must be re-ordered and a new shipping wait time is passed on to the customer. At Creative Woodcraft Ltd. if a door is damaged we can make and finish another one promptly. The only extra time required is the manufacturing and finishing time. Whether you are a large contractor or a home owner, ensuring quality while reducing time, makes perfect sense.



Added to our manufacturing system is a state-of-the-art spray booth. We have recently installed a new spray booth to better serve the needs of our customers. We believe that this new system allows us to handle greater volume projects as well as much larger dimensional projects. The design of this new system ensures that the quality finishes we are known for not only continue, but get even better. These exciting features of our manufacturing and finishing demonstrate Creative Woodcraft's ongoing commitment to our customers through quality craftsmanship and innovative technologies.

V. Delivery



We believe that delivery is a very important phase of the cabinetry process. Normally the process starts about a week before the installation date with a phone call from us to confirm a delivery time and an installation date. We like to deliver the cabinets the day before the installation date when possible so that our installer has full days to complete the installation. During the initial call if your site is not going to be ready for delivery or installation, please let us know. We will re-schedule your delivery for the next available slot.

Important Tip If you know about a possible delay earlier, please give us a call. This way we can avoid longer delays by re-scheduling you into the earliest available slot.

In order for a delivery to go smoothly, a number of conditions should be considered. Is the project a renovation of existing cabinetry or new construction? If the project is a renovation project, then the following conditions must be met before delivery can occur:

- ❖ All cabinetry that is no longer required is uninstalled and removed from the project area.
- ❖ All walls are fully patched/drywalled and painted.
- ❖ If flooring is being changed then old flooring is removed. Our base system does not require that flooring be installed unless linoleum is being used.
- ❖ All appliances are moved to an area that will not impede the installation process.
- ❖ A place is cleared to put the cabinetry where it is clean and free of items that may cause damage. Preferably this area will be as close as possible to the installation area.

If the project is new construction the same considerations must be met except for cabinetry removal. Following these considerations will help to make the installation process faster, more efficient and enjoyable for everyone.

VI. Installation

This process is dictated by the scale of the project itself. The larger and more complicated the project, the more time the installation will take. Our experience allows us to provide a rough estimate of the amount of time needed for the installation process. The installation process is highly skill intensive and requires well-trained tradesmen to complete quality work. Our installers are exceptionally skilled individuals with years of experience. Thus, they will install your quality cabinetry with care and precision.

We hope this guide has been helpful and informative. As always we look forward to serving all of your cabinetry needs. If you have any questions or concerns please feel free to contact us via email or phone.

