



# WHAT TO EXPECT: ORDERING CABINETS

THANK YOU FOR YOUR PURCHASE FROM HANCOCK LUMBER.  
PLEASE TAKE A MOMENT TO REVIEW THE FOLLOWING

## TIPS/REMINDERS:

- 50% deposit required before any orders will be placed.
- Review floor plan with contractor before ordering.
- Many woods and finishes have variations, therefore showroom samples may not be fully representative of the entire kitchen. For any cabinet orders placed with a unique wood character, glazing or brush stroke finish, additional steps and sign-off are required.
- Once an order is placed it may not be able to be changed at the factory, so please review carefully.
- When planning installation around holidays or other important events please keep in mind many vendors have shut down days or weeks that could delay deliveries. Check with your designer to discuss estimated delivery timelines. Once ordered, many suppliers provide a more accurate delivery date once a confirmation is received.
- When planning a remodel consider the fact that you will likely be without a kitchen or plumbing for a few weeks or more. It can take a few days to a week to install cabinets. Countertops need to be measured once cabinets are installed and will take time for fabrication before they can be installed.
- Hancock Lumber employees do not install cabinets or countertops, nor do we go out to adjust cabinet hinges, touch up finished or coordinate trades needed to complete your project. This is all the job of the contractor.
- During installation, the installer may decide not use some items including but not limited to fillers, moldings, or toe kicks. Because all cabinet parts are made at time of order, they are not returnable. None of our cabinet vendors will take back extra pieces for any reason.
- Costs associated with any subsequent changes after cabinets are ordered are the responsibility of the customer not Hancock Lumber.
- The need for additional parts due to unforeseen installation requirements or changes, including but not limited to moldings, fillers, toe kicks, and stain may require costs above what is listed in the initial sales agreement.

## RECEIVING CABINETRY DELIVERED TO YOUR HOME:

- All cabinets and products will be delivered to Hancock Lumber. Then, we will call you to schedule a home delivery.
- All balances must be paid in full before deliveries will be set up.
- All items are delivered in factory packaging to avoid shipping damage. Drivers will not unbox items.
- Verify that all of the products on your sales order have been received before signing off on the delivery.
- Open and inspect all cabinetry, moldings, and accessories. Unfortunately, damage does occur from time to time. If there is damage, take photos and contact your kitchen designer immediately. If you are missing an item, please report it to your designer immediately. Replacements can take about 2 weeks to arrive. Keep the box in case the item needs to be returned. Damages will be noted on the delivery ticket.

## ON-SITE EXPECTATIONS:

- Drivers will carry the items to one room inside the home. If second floor required, the designer will have noted this in advance on delivery ticket for proper logistics and planning. We do not distribute them throughout the house.
- Due to liability reasons drivers are unable to move existing furniture etc. within the home to make room for a delivery.
- Temporary steps must be secure and stable enough to accept the weight of heavy cabinetry and countertops and must have railings.
- All driveways and walkways must be clear of snow and ice. All stairs should be salted and sanded as well.
- If the site is deemed unsafe, our drivers reserve the option to reschedule a delivery until after the identifying issue has been resolved.
- All pets should be located in a safe place so they will not interfere with the delivery or risk getting out of the home.

## PRIOR TO INSTALLING CABINETRY:

- Before cabinets are installed, please review your floor plan with your contractor. Discuss any installation concerns or additional items needed to install the project such as shims, screws, etc..
- Check your floor plan for items to be installed by your contractor—such as, but not limited to, apron front sink cutouts, oven + microwave cutouts, roll-out trays, tray dividers, support areas, etc.
- Islands may require walls to be built and countertop supports to be placed by your contractor.
- Do not install any damaged cabinet, molding, or accessory without consulting your designer first.

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Order # \_\_\_\_\_