

Camrose Custom Cabinets Inc. Standard Terms of Purchase and Installation

1. All cabinetry is built as per Camrose Custom Cabinets standard construction techniques unless otherwise specified and agreed by the Customer in advance. Construction techniques are consistent with industry standards and are performed in a good and workman like manner.
2. Supply of cabinetry shall be as per the design and Customer job specification documents developed for and as accepted by the Customer. Designs and job specification documents submitted to Customers will be considered accepted as is unless changes are requested and submitted to Camrose Custom Cabinets. Alterations to the specified design made after acceptance by the Customer may be subject to additional charges.
3. Cabinets and countertops remain the property of Camrose Custom Cabinets until final payment is received. Unpaid accounts may result in the removal of cabinets and countertops if Camrose Custom Cabinets wishes to pursue this course of action to recover its property.
4. Any payment made by the Customer using a credit card over the phone (where the card is not presented in person to be swiped on a card terminal) may be subject to an additional charge of 1.5%. Credit card payments may not be accepted on promotional items. Credit card payments may be subject to an additional 2% charge when pricing is presented to Customers on a cash discount basis.
5. Credit card numbers provided by customers are retained on file by Camrose Custom Cabinets until all payments have been made at which time the credit card information is destroyed.
6. Payments on the customer's account will be automatically processed as per the terms outlined in the proposal, typically 50% deposit when the order is place and 50% payment at the time of delivery/installation. Customer approval is not required to process payments at the time of delivery or installation, the signature on the proposal authorizes the payment at the time or delivery and installation. Installation needs only to be substantially complete to process the final payment – items such as installation of toe kicks due to flooring yet not installed; installation of light valances; repair or replacement of a small number of damaged doors; some site touch ups; and similar such items are within the scope of a substantially completed job. Payment terms other than those noted must be specially outlined in the Customer's signed proposal.
7. Given the Customer's ability to uniquely customize cabinets for their particular needs, the standard payment terms for cabinetry and countertops are a 50% deposit (based on quoted or estimate job value) at the time of signing design, job specification or quotation documents; 50% at the time of installation or delivery. In the event the Customer requests to postpone their installation less than one week prior to the agreed installation date, and the new installation date will be more than one week later, Camrose Custom Cabinets will at its option process a further 40% progress payment with the remaining balance of 10% then processed upon substantial installation. For cabinets on a supply only basis, full payment is required at the time of pick-up or delivery.
8. Interest may be charged on overdue accounts as documented on customer invoices at a rate of 2% per month.
9. Cabinets are designed to be placed on walls and floors that are flat and level. Installation techniques can accommodate small variations to deal with walls and floors that are not flat, level or out of square. However, for walls and floors that are more than ½" out of square or level, additional charges may apply and Camrose Custom Cabinets is not responsible for other repairs, construction, modifications, trim pieces or actions the Customer may require due to walls and floors out of square more than ½".
10. Base cabinets are to be set on wood frame bases (unless otherwise specified in the design) set directly on the subfloor (i.e., prior to finished flooring installation). If installation is requested on top of



finished flooring, Camrose Custom Cabinets cannot guarantee that the flooring will not be damaged during the installation. Reasonable care will be taken to protect finished flooring but Camrose Custom Cabinets cannot be held liable for damage when installing cabinets on finished flooring.

11. Upper cabinets are designed to be secured to wood studs constructed on a minimum of 16" centers or other suitable wood backing or strapping designed to hold the weight of cabinetry. Upper cabinets installed in structures with alternative construction techniques cannot be guaranteed by Camrose Custom Cabinets. Cabinet modifications to accommodate non-standard wall construction may be subject to additional charges. The Customer is responsible for identifying the location of non-wood studs or wood backing if these materials cannot be located using industry standard locating devices. Any damage to walls as a result of Customers not properly identifying the location of these structures is solely the responsibility of the Customer. Upper cabinets designed to be placed "to the ceiling" will have a small gap above them designed for either a narrow filler strip (or simply an open gap if desired by the Customer), or a multiple piece crown molding. Following standard installation techniques, Camrose Cabinets cannot guarantee that fillers or crowns to the ceiling will not have open gaps between the filler/crown and ceiling as this will depend on how level the ceiling is, and the specific type of filler/crown being used. In general, standard installation techniques do not include scribing fillers/crowns to the ceiling to eliminate gaps as this can result in damaging the factory finish of the filler/crown and require refinishing of the material beyond that which can be done via an onsite touchup. Any work requested beyond standard installation techniques will be subject to additional charges.
12. Unless specified by the Customer, Camrose Custom Cabinets will determine the appropriate side (i.e., left or right) for hinging of doors when a choice is available. Changes after doors have been hinged will be subject to additional charges. Similarly, unless specified by the Customer, Camrose Custom Cabinets will determine the appropriate location of handles and knobs and any changes after doors and drawers have been drilled for hardware will be subject to additional charges.
13. Unless purchased on a "supply only" basis, all cabinetry will be installed by Camrose Custom Cabinets personnel or authorized contractors unless otherwise agreed. All cabinetry will be finished and installed in a workmanlike manner to professional standards expected of an experienced journeyman. Installation performed by personnel other than Camrose Custom Cabinets or its authorized contractors is not covered under warranty and will void the Camrose Custom Cabinets product warranty as well.
14. The Customer will have all installation areas cleaned and prepared in advance of cabinet delivery and installation. The Customer agrees that other workers that will interfere with a safe, efficient installation will not be working onsite in the affected areas during the installation of cabinetry. In the event that other workers are present and are interfering with the cabinet installation, additional installation charges may apply and if necessary, the installation will be rescheduled with additional charges for extra time and delivery costs. Similarly, the Customer will not have other potential safety hazards such as small children and pets interfering with the installation of the cabinetry.
15. The minimum door opening width required for cabinets is 31 inches (unless otherwise specified). If door modifications, removal of doors or door hardware is required to achieve this opening, this is the Customer's responsibility prior to installation commencing. If Camrose Custom Cabinets is delayed in commencing work due to door openings being less than this minimum, the installation may be rescheduled with additional charges for extra time and delivery costs.
16. Camrose Custom Cabinets takes great care during the moving and installation process to protect finished walls from damage. However, small dents and chips to drywall, paint or other finished surfaces can occur while placing and securing cabinets and countertops and touch-ups to these surfaces is the Customer's responsibility.



17. Countertops supplied and installed by Camrose Custom Cabinets are not to be used to store other contractor's materials or be used as a work bench for other workers. If they are used as such, the Customer accepts all responsibility to provide suitable protection to avoid damage and is liable for any damage which may result.
18. The Customer will take all necessary precautions to protect the finish of the cabinetry from other workers that may be working onsite after the installation. Workers cutting materials, especially highly abrasive material such as ceramic tile and stone products can damage the finish of cabinets. Damage resulting from inadequate protection or the negligence of the Customer or their contractors are not the responsibility of Camrose Custom Cabinets and additional charges may apply for any repair of such damage.
19. The Customer or their representatives or contractors performing cleaning are responsible for using proper cleaning techniques to remove construction dust from the finished surfaces of the cabinets. Any damage to the cabinetry finish as a result of improper cleaning techniques is the Customer's responsibility. For proper cleaning techniques, please refer to Camrose Custom Cabinets "Care and Cleaning Tips".
20. Countertops, cabinetry and installation are guaranteed as outlined in Camrose Custom Cabinets Warranty Policy.

