

## Rigney HomeCraft, LLC Client Contract

- **Critical Deadlines and Client Responsibilities - PLEASE READ**
  - Your drawings, estimate & the terms of this contract must be accepted before the job begins. Your acceptance is made through either a payment of a deposit, an email stating acceptance, or by signing the estimate and contract. The contract is not transferable.
  - Review your drawings carefully before accepting them. Final approval of drawings must be confirmed in an email or by signing the drawings.
  - **Change Orders** After designs are approved/signed, change order fees can be assessed for additional design work and changes/add ons to the project. This does not apply to minor on-site adjustable items. Change orders invoices will be issued when requested and must be paid up front.
  - **Appliance selection and dimensions are due ASAP** because drawings can't be finalized until we have them. Specs for the appliances you select, can be found on the manufacturer's website, and can be emailed (rigneyhomecraft@gmail.com) to us as pdfs.
  - Paint or finish color selection and door style is due when you agree to your drawings.
  - If not purchased through us, knobs and pulls must be at the job site on the first day of install along with instructions on location of placement. You can determine the number needed from your final drawings if you are purchasing them yourself. If you don't order from us a \$1.50/unit surcharge will be added to your invoice for installation. **If you desire a non-standard hardware placement, you must communicate that during design.**
  - Farmhouse sinks must be delivered to Rigney HomeCraft prior to installation if we are not providing. Sinks not available the day of install will be subject to an extra trip fee.
  - **Countertop Installation** If we coordinate the installation of countertops for you, we will be using a subcontractor who provides the liability insurance should there be damage. Small amounts of sheetrock damage are common near countertop installs. **You must have faucets, any drop in appliance, and any owner-supplied sink at the job site the day your countertops are templated and installed.** Extra trip fees and delays will occur if these conditions are not met.
  - Please remove personal items from the project area when notified we are arriving to install.
  - **Turn off water to the entire house just before the cabinet and countertop installation.** This will prevent major damage in the rare event of a broken pipe. PVC pipes get very brittle with age.
  - Rigney HomeCraft does not do any demolition or cabinet removal unless expressly agreed upon in the contract. If the site is not ready for install on the agreed upon date of install, an additional trip fee will be added to the invoice. (Trip fees are determined by mileage and time.)
  - We need safe and sufficient access into the job site to bring in cabinets. Planks are not safe for our installers.
  - Failure to do any of these things can result in job delays.
  - Storage fees may also be incurred if cabinetry is ready for install and the client delays installation beyond 2 weeks.
- **Draw Schedule**
  - 35% deposit to secure contract & add project to our schedule
  - 35% payment upon delivery of cabinets to the job site.
  - 30% payment upon completion of job

- Note: The last 65% of job payment may be invoiced at one time.
- Jobs that we are not installing have a 50% deposit.
- **Backordered items** have become increasingly common in the current economy. If we are able to install your job, but still have outstanding items to install due to backordered items out of our control, you will not be invoiced for the backordered items until they arrive, but the rest of your invoice will still be due at install.
- **Late Payment Policy** Invoices are due upon receipt and all invoices not paid within 7 days are subject to a 3% late fee. Invoices 15 days or more late are subject to a 5% late fee and possible construction lien.
- **Extra Trip Fees** are assessed on a mileage/time basis if the client fails to meet deadlines or fulfill responsibilities. **Mileage Surcharge** may be applied to invoices if gas prices rise above \$4.00 gallon.
- **Returned Checks or Rejected Bank Transfers** \$45 fee
- **A restocking fee** may apply to any returned items returned by the request of the client.
- **Storage fees** may apply should we be required to store cabinets after the agreed upon completion date because they can't be installed due to delays outside of our scope of work.
- **Warranty** We warrant our work for one year from final job completion unless damaged due to fire, water, natural disaster, abuse, or normal wear and tear. **Because of the nature of wood and its movement with moisture and/or humidity, we can't warrant expansion and contraction of joints or symptoms thereof.** All hardware comes with a full manufacturer's warranty, but please note that loading drawers beyond weight limits set by a manufacturer will void their warranty. Wall Shelves should not be loaded beyond 25 lbs. The manufacturer's warranty only covers the cost of replacement of the time and not the labor to install. Warranties on appliances such as hood vents are handled directly with the manufacturer.
- **Schedule** We diligently plan to make sure we meet the install deadline you need. Construction is a fluid process, however, and your project can be delayed by weather, the progress of other contractors working your job, material availability, changes, etc. We believe communication is critical to meeting everyone's expectations, so we strive to keep you informed and ask that you do the same should you become aware of possible job impacts.
- **Price Increases-** Our component prices are volatile. Jobs delayed 30 days or more by the customer beyond the planned installation scheduled at deposit are subject to price increase to cover material cost rises.
- **Photographs & Videography** The Client agrees to allow us to take photos/videos of the house before, during and after the project is complete. The photos/videos can be used for business purposes, including sharing on social media, press, publications, advertising, digital portfolio, etc. The client's name and address will not be disclosed without your consent.
- **HARDWARE LOAD LIMITS**
  - **Drawer Slides** are rated to hold 75 lbs as a pair. Loading them near or beyond this limit may cause the slide not to function properly or breakage.
  - **Shelving Load Limits-** Use care not to overload floating shelves. The brackets we use are durable but we recommend not placing heavy or valuable items on this type of shelving. Maximum load on this type shelf is 25 lbs. unless agreed upon in the contract. Bookcase shelves as well should not be overloaded. We typically use 5mm shelf pins which provide a load rating of approximately 70 pounds per shelf. The length of the shelf and the hardness of the wood used must also be factored.

**We know you have many options to choose from, and we thank you for selecting Rigney HomeCraft for your project.**

## Cabinet Care & Cleaning Instructions

**Our cabinets are finished with the highest durability finish on the market but all finishes are subject to wear and tear. Painted finishes show normal wear and tear earlier than stained finishes. You can help maintain your cabinets and prevent damage by following these recommendations.**

**CLEANING GUIDELINES** A soft cotton cloth dampened with warm water is usually sufficient to clean your cabinets. If more thorough cleaning is required, please use a fresh solution of mild hand dishwashing liquid mixed with warm water. After cleaning, wipe all surfaces with a clean, damp cloth. Dry immediately using another soft, clean cloth.

**CLEANING PRODUCTS TO AVOID** The following cleaning products are to be avoided as damage may occur: Harsh detergents, strong soaps, abrasive cleaning products such as tub and sink cleansers, scouring powder, scouring pads, steel wool or self polishing waxes, sponges or dish cloths. They may contain particles that could scratch your cabinets, or they may contain food and oil residue or remnants of harsh cleaning solutions. Solvent-based or petroleum-based products such as mineral spirits, nail-polish removers or paint thinners. Ammonia or cleaning products that include ammonia. Bleach or cleaning products that include bleach. Silicone-based cleaning, waxing, or polishing products. Do not use pre-moistened dusting sheets, and do not use aerosol products made for dusting.

**SPLATTERS AND SPILLS** Clean spills and splatters immediately. Prolonged exposure to spills, including food, water or other liquids, or to oil and grease splatters, can cause permanent discoloration or damage to your cabinet's finish.

**CLEANING GLASS DOORS** Do not spray cleaner directly on the glass. It could seep behind the window dividers and cause damage.

**AVOID MOISTURE DAMAGE** Avoid draping damp clothes or dish towels over cabinet doors. This moisture can cause permanent damage — such as peeling and discoloration — to the cabinet's finish.

**AVOID HEAT DAMAGE** The heat generated when using an oven's self-cleaning feature is much greater than during normal cooking. If this heat escapes from the oven, it can damage your cabinets. While this is a rare circumstance, you can minimize the risk of cabinet damage by removing cabinet doors and drawers nearest the oven before using its self-cleaning feature.

**AVOID LIGHT DAMAGE** Exposure to direct sunlight tends to darken the color of natural wood products. Sunlight can also fade painted wood surfaces. You should consider draperies or blinds to shield your cabinets from direct sunlight.

**I accept the terms of this contract.**

**Client Name** \_\_\_\_\_ **Date** \_\_\_\_\_