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PA HIC# 7481

Thank you for considering Hankins & Associates, Inc. for your kitchen design and cabinetry needs. Collectively we have been specializing in the design, supply and installation of kitchens and baths for nearly 70-years. Over those years we have learned many things. At the top of the 'things learned' list is **managing expectations**. To help achieve that, transparency is key. For us that starts with this letter. Please take the time to read and initial it for both our records and yours.

**Communication:**

Our main telephone number is (215) 794-5930. Incoming calls will be answered by our phone system, then routed accordingly based on your needs and selection. If someone is in the office, your call be answered. If we are away or busy in the shop, your call will go into voicemail, and we will call you back. Mobile numbers for individuals here (*when provided*) should be used for time-sensitive communication (*voice or text*) and should be used only when a prompt reply is necessary. Preferred communication is via telephone or email to jerry@i-kb.com.

**Questionnaire:**

Please complete our Questionnaire which can be found on our website (*Our Process—'Tools & Tips'*). These questions help us during the design, planning and budgeting phase of your new kitchen. They often aid the

homeowner as well to further assist them to understand their wants, needs and desires. Kindly have the questionnaire form completed and available for your in-home consultation.

**Consultation:**

The initial In-Home consultation offers an opportunity for introduction and the ability to learn about your project, assess your needs, possibly discuss potential design concepts, educate you on our services and products and determine how best to proceed. This initial consultation, *when within 30-minutes of our shop*, is provided without charge. Please be prepared to discuss your project budget and timing (*when you would like it completed*) during this meeting. The information we gather, along with our thorough site measurements and photos will assist us during the development phase of your new kitchen. You should expect this meeting to take about 60 to 90 minutes. *Again, please have your completed Questionnaire available for this first meeting.*

**Presentation:**

This is our opportunity to present a conceptual schematic overhead plan view drawing that we have prepared for your evaluation. This preliminary drawing serves as the springboard for your design direction and helps in the continued dialogue when we discuss project budget. During this meeting we will also discuss cabinet styling, construction and

materials, counters, appliances and more. By the end of this meeting, you should have a good idea of "who we are", what we can do for you, and for (about) how much. At this time, a commitment from you by way of our Design Agreement (see website) will be required to proceed further.

### **Designs & Ideas:**

Our designs and ideas are considered Intellectual Property and as such are protected accordingly. You may not copy or implement our design work or ideas without expressed permission, except when you have engaged us to provide cabinetry.

*As noted under Consultation, we'll come to your home when within 30 minutes, we'll develop ideas and help create a budget, or provide an estimate without charge. However, given the amount of time we'll have invested, we cannot and do not share our measurements or any conceptual drawings without a commitment from you.*

### **Do We Offer Free Quotes?**

We will help create a *budget range* to help you better understand the scope and economics of your proposed kitchen project. For us to provide you with a "Quote", more information must be *known* (see *Estimated vs Quotations*) and that is done with the next level commitment.

- *Budget— the proposed amount (or range) certain goods or a project may cost.*
- *Estimate— the rough calculation and/or judgement of value.*
- *Quotation— the agreed fixed price for goods, a particular job or service.*

### **Estimates vs. Quotations:**

Our objective at Hankins & Associates, Inc. and The Shop Kitchen and Bath is to provide each prospective client with value for investment. For us this translates into being more thorough, offering the homeowner better design solutions and providing well-made cabinetry for a decent

value. In today's economy, price can often determine who the customer works with. In that period of deciding where to purchase, the customer will often seek a few estimates from several sources. Estimates can sometimes be confusing, some offering perhaps a better perceived value from one source to another. However, without a line by line (*apples to apples*) comparison as to what *has been* budgeted, how can one truly identify the best value for determining the ultimate path? Homeowners should be aware of the essence of the word Estimate.

Generally, an **Estimate** is a *best guess*, based on experience and expertise, as to how much a remodel will cost without the aid of a detailed design plan. In cases where a contractor simply provides an estimate and the homeowner accepts it, there is no obligation on the contractor to do the work or to limit the amount charged to the estimate. With an estimate the homeowner is obliged to pay a "reasonable sum", which may be higher or lower than the figure in the estimate itself. The only challenges the homeowner can then raise are as to how the amount was calculated, the amount of work done and/or that the contractor was negligent in their advice on the "likely cost."

A **Quotation** however is a fixed price, with exception to possible *allowance* items found in the document. Quotations are based on tangible design plans, client selections and a defined "scope of work" to be performed. Quotations should be in writing, include all pertinent details as to what you will be receiving, include a payment schedule, and the contractor's state license number. Quotations transitioning into agreements should be accompanied by a †*Three Day "Right of Rescission"* offering the homeowner a few days to change their mind without penalty, together with their insurance coverage information. An honest company or contractor will always put a quotation in writing and include all pertinent information.

### **Allowance:**

An allowance is a sort of stipend built into a quotation or contract for certain materials or

possibly labor functions when the actual selections have not yet been made. Allowances are often used for Tile and Stone selections but may also be used for plumbing and electrical functions when certain unknowns cannot be fully determined prior to opening walls or soffits.

**Contract:**

A written or spoken agreement for goods, a particular job or service, which is enforceable by law. Yes, we will go to contract before specifics such as floor color, tile material or counter selections are made. When their selection impacts cost, they will be in the contract as an allowance. If you need assistance in the selection process for items you are providing (*not in the contract*), we may charge for that service. With all information in hand, selections made, the final pricing will be completed and presented to you together with the final design plans and contract. A project deposit, less any applicable Design Agreement investment, will be due to proceed with ordering.

**Lead-times:**

Each cabinet manufacturer that we represent have their own lead-times which may vary from 4 to 12-weeks and perhaps longer. Though a lead-time could be 4-weeks today, that does not mean it will remain 4-weeks by the time you are ready to commit to ordering your new cabinetry. There are many variables to the changing of lead-times, feel free to call and ask how lead-times are running. Our in-house lead-times vary based on project scope and what is already in the queue. Given we are a small, custom, bench-made 3-person shop, lead-times often vary given the nature of product.

**Cabinet Orders:**

Your cabinetry and other related components are then ordered. Cabinetry lead-times, subject to the manufacturer chosen (*not in-house*), can range from as little as 4-weeks up to 12-weeks (plus shipping). The production clock starts from an *approved and clean order*. Once your cabinetry order is placed, no changes can be made without financial penalty and/or

delay. A delivery date will be provided once the cabinet manufacturer has provided the final order acknowledgement. You should order your appliances and sink equipment promptly, providing us with a copy of your invoice for reference and specification confirmation purposes.

**Installation (when we provide it):**

We will give you a heads up on your start date as the delivery week approaches. Your actual start date may vary based on the completion of projects ahead of yours in our project queue. Though we make effort to be timely, delays do sometimes exist. When we arrive for the start of your new kitchen installation, your existing cabinetry should be empty and ready for removal. Your refrigerator need not be empty, as we can often move it *somewhat* full to a nearby room for your use during the installation of your kitchen. If there is anything that you wish to save, be it cabinetry, counters, appliances, fixtures, etc., please make sure the installer is aware if this — we suggest using "Stick Um" Notes to identify items to be saved. During the installation of your new kitchen there are occasions where slight changes are desired or sometimes required. Changes and/or additions will be communicated via email and executed upon receipt of signed Addendum/Order. Please understand that changes may cause delay in the production/installation schedule.

**Payments:**

Cabinet orders will not be submitted without a minimum 50% deposit, in some instances "due in full" will be required. Cabinet order balances are due prior to the commencement of the delivery. Damage and/or Warranty needs, shall be addressed and remedied accordingly, and shall not be cause for non-payment or deductions to any scheduled payment. Invoices, whether for deposit, final payment or per the scheduled contract are 'Due in Full' upon Receipt. Addendums and Add Orders, unless otherwise specified, shall be due upon receipt and at time of signing. Delay of payment shall be grounds for work stoppage.

### **COVID-19:**

The COVID-19 pandemic has presented us with many problems in our industries supply chain. These supply chain issues include lead-times and cost. Lead-times that were once 4-weeks have gone out to 10 and 12-weeks and beyond. Our material costs continue to be in a constant flux. There are some materials and components that we have had difficulty acquiring, which in some instances has impacted our ability to both complete work and proceed in a timely fashion. Please understand that we have zero control of these industry anomalies but will do our best to keep things moving forward and communicate with you what is going on. Quotes will be valid for a shorter period given this instability. In some instances, material costs have changed several times in a month. Labor and trades have not been immune to the COVID crunch and their lead times and availabilities have also been impacted.

### **Your Time—Our Time:**

From the moment we answer your phone call or respond to your email, it's our desire and intention to provide you with the best service and experience possible. As are a small boutique design firm and custom cabinet shop, we offer you much knowledge and capability. We are working with several clients and projects at any one time but will do our best to respond in a timely fashion. We generally respond to phone calls and emails that same day or within 24 hours. When making an appointment to meet in-person, it's our goal to see you within a week

when here at our studio or within 2-weeks when at your home. Design presentation meetings are typically scheduled within 2-weeks after visiting your home.

Visiting your home, creating conceptual design plans, and establishing budgets requires an investment of time on our part. It's rare that a budget outline isn't presented and discussed at that first design presentation meeting here at our studio. If it's not available during that first meeting, it's likely because additional information was needed. In those instances, the budget outline will generally be sent via email within the week. However, If you don't receive anything, please do contact us and/or check your spam folder.

A simple request ... please let us know what you're thinking...

- *Still digesting the budget and design ideas presented to you? No problem, please let us know.*
- *Perhaps you believe you found a more cost-effective avenue. No problem, please let us know.*
- *Have your plans changed, perhaps your focus is on something else? No problem, let us know.*

While we don't want to bug you, we'll likely follow up with an email, a text message, or perhaps a phone call so nothing '*slips through the [proverbial] crack*'.

We sincerely thank you for taking the time to review and acknowledge this always evolving "**managing expectations**" letter created by Hankins & Associates, Inc.

### **† Your Right to Rescind**

*Contracts Entered Into in the Home: Pennsylvania law recognizes that consumers are particularly vulnerable when salespersons approach them in their homes, and provides additional protection for contracts that consumers agree to after being contacted at home. Contracts for goods or services in excess of \$25 that are entered into as a result of a contact at your home, either in person or by telephone, can be cancelled within three business days following the date of the contract.*