**COMPREHENSIVE RESIDENTIAL REMODELING PROCESS FOR HOMEOWNERS AND BUSINESSES**

**Step 1: Introduction:** Once you place a phone call or submit a quote request online to schedule a consultation, you will be greeted by our lovely project coordinator. They will ask you about the project you’re interested in accomplishing. Additionally, they will ask you to please send in the following items:

1. Inspiration photos, while not required these will help us in determining your styling objectives.
2. Existing photos of the areas in your home which you plan to remodel. Photos from all angles would be great, including all walls and objects.

They will then send you a checklist of options to complete and send back to us before your in-home consultation. This checklist of options is specific to which room types you’re looking to renovate. It is simple to follow, and your main objective is to highlight your wants.

Upon receiving your checklist, a project manager will then be scheduled to make a site visit at your earliest convenience. Your project manager will have been briefed on your project and goals. They will also have studied any submittals received up until this point.

After introducing themselves, the project manager will discuss your project with you, confirm your checklist selections, and answer any questions you may have about the checklist. They will take measurements as needed using your checklist to guide them. They will make notes as needed on the checklist items of discussion, as well as taking into consideration any concerns you may have. At this time, they will also be looking for issues that may arise during the rehab process for any given part of your home.

**Step 2: On-site Consultation:** An on-site consultation can last anywhere from 1-4 hours depending on the complexity of your project. If you are on a tight schedule, please inform us before your appointment and we will schedule for another time. Our project coordinator will call and/or email you to confirm your appointment ahead of time. At your scheduled appointment time our design and project manager will have reviewed your files, and will have them readily available throughout the duration of your appointment.

After introducing themselves, the project manager will discuss your project with you, confirm your checklist selections, and answer any questions you may have about the checklist. They will take measurements as needed using your checklist to guide them on the appropriate measurements needed. They will make notes as needed on the checklist items of discussion, as well as taking into consideration any concerns you may have. At this time, they will also be looking for issues that may arise during the rehab process for any given part of your home.

If your project requires electric, plumbing, or HVAC work usually due to moving existing or adding additional sources we will schedule a follow up appointment for our partners to work out a solution.

Our selection options are level and package based, meaning if you aren’t satisfied with our standard offerings, you can send us any product for review, and it is likely we will be able to handle the procurement and installation of said product. Further options will also be available for selection through our local supply house partners.

Options outside of our standard product and services offerings will require a small processing fee of $50 for each vendor and each quote beyond the initial quote received for each vendor. For example, if you want to have multiple tub options, the vendor needs to be made aware of this in the initial visit. This fee will be due before processing the quote and is not refundable or included in your project total.

If viewing the standard selection options on paper and resourcing Google to investigate further is not ideal for you, then you may request to come into our showroom at any time before your first quote is worked up. Our showroom is by appointment only and located at 108B N. Salem Street, Suite 204, Apex, NC 27502. If at anytime before the initial quote it is worked up, you want selections beyond our standard options, and to be able to view in person, we will be sure to get you an appointment with one of our supply partners to view said options.

**Step 3: Quoting, Design, Contract:** Our project manager will work with one of our estimators anywhere from a few days to a few weeks to create a detailed product and labor list of inclusions that are needed to complete your project. With this quote we will also be providing free 2020 3D renderings which show a black and white representation of all your cabinetry boxes. We offer one free cabinet rendering in 2020 with one set of changes. Anything more will require additional fees which consist of a $25 flat fee per rendering set of changes, and a fee of $15 per cabinet box and per cabinet panel. This fee is due before any additional changes are made or given to you via a new set of renderings.

Your project manager will get your quote and 2020 rendering out to you ASAP. If you would like to come into the showroom to review each line item with them, you may schedule an appointment to do so.

At this stage you will be able to remove options or substitute materials. A 3D design performed in our Chief Architect software is offered, while not required this can also be performed specific to any quote for additional fees. The fee for Chief Architect renderings is based upon an hourly rate of $75 an hour, calculated before a design is started, determined on the size and complexity of your quote and project. Each additional Chief Architect rendering will be charged additionally and individually.

A Chief Architect 3D rendering will be as close a rendition to your project as possible, but it is still an architectural representation. Below is what you can expect from a Chief Architect 3D rendering.

-Items in the Renderings: renditions of your cabinetry, countertops, flooring, backsplash, glass, windows, toilets, showers, tubs, doors, light fixtures, outlets, and switches. All available and relevant to the room in which you are rehabbing, products, and quantities of products in their specified locations will be included.

-Generic Color Representation: shadows, hues and colors of products represented in the Chief Architect design may not be exact to what will be seen in person.

-Generic Product Representation: not all products and exact model numbers of said products are included in Chief Architect. We will choose at our discretion the size and shape of products that best represent your selection options chosen.

When you are satisfied with your quote, 2020 rendering, and if applicable your Chief Architect rendering, you will be asked to return your signed contract and submit payment per the payment schedule. This includes signing where indicated and initialing each page.

**Step 4: Completion:** Once a contract is executed and payment is received procurement of permits, materials, and labor will begin for your project per the executed contract. A specific schedule will be established, but a rough estimated timeline of start and finish dates is, however, available before a contract is executed.

Our project manager will work with you closely to execute and monitor the progress of your project. Materials will come standard with warranties per each manufacture warranty and guidelines. These can be found on specific product brands website or provided to you upon request. We are also proud to offer our own one year workmanship warranty as well. So, if at any time you have an issue get in touch and we will help you with determining a solution. When everything is completed, we hope you enjoy your project, as we strive to be responsive, educational, and offer the best results possible.