

# Store Policies

## Design and Measurement Service Policies

- Uni Kraft Cabinetry has several measurement resources to assist you with the design process. We offer a free “how to” guide to measuring a room at our showrooms to assist you in taking initial measurements to start the quote process. The guide comes complete with examples and a blank grid on which to draw out your project.
- If you would like one of our design staff to come to your home for a measurement, the cost for our on-site measurement expert is \$150.00 for local measures (within 30 miles of the warehouse), but that money is later credited to your final purchase.
- Uni Kraft Cabinetry offers a free design service to all our clients. We will help you design your project free of charge; however, it is the customer’s responsibility to verify all designs and measurements with their installation person(s) before making any purchases. Uni Kraft Cabinetry does not guarantee or take responsibility for any designs. All designs are based on customer preferences.
- All designs are recommendations based on the information that we are given. All information must be submitted in writing, not verbally. By checking out and purchasing cabinets, the customer acknowledges that they have approved everything listed in the quote provided by Uni Kraft Cabinetry. If an order is received and the customer does not like the design, Uni Kraft Cabinetry will not be responsible to provide new cabinets.

## Ordering Policies

- Customers are solely responsible for verifying the accuracy of all orders including, but not limited to cabinet color, sizes, modifications, add-on accessories, measurements, etc.
- All orders must be paid in full to be processed.
- Assembled cabinets are made-to-order and can take up to twenty-one (21) business days to process, produce, and deliver an order if all items are in stock.
- Customers are responsible for determining if assembled products will fit into the designated space in which they are intended to be installed. Uni Kraft Cabinetry is not responsible if an item cannot fit into a customer’s home or space within the home. Please ensure all doorways, hallways, corners, etc. can be cleared when ordering a cabinet that is assembled.
- If for any reason an item is out of stock, you will be notified via email with the items backorder status and any available items that could be substituted if you prefer.

## Delivery and Missing Items Policies

- Uni Kraft Cabinetry will call the phone number on file with a 4-hour timeframe the day before delivery. The delivery driver will call the day of the scheduled delivery about 30 minutes to an hour before showing up at the house to confirm that the truck is on the way.

CUSTOMER INITIALS: X\_\_\_\_\_

- Make sure the space where the cabinets will be placed until installation is adequately cleared and ready for the delivery.
- Someone 18 years of age or older must be home on the day of scheduled delivery that will be responsible for confirming all pieces have been delivered. We will not leave the items on site unless the customer signs a waiver of responsibility prior delivery.
- Curbside delivery is \$200 and will consist of a single delivery person. Large orders may require assisting the delivery driver with some off-loading from the truck. The delivery person is responsible for bringing the cabinets to the home and place them in the garage, carport, driveway, or porch. The delivery driver will not bring the items into the home for a curbside delivery.
- All missing items must be noted on the delivery Packing Slip while the driver is present. Please note that some items are packed together in a single box (example: trims, moldings, toe kick covers, etc.). The Packing Slip must include signatures of both the customer and the driver. Uni Kraft Cabinetry will not be held responsible for missing items not noted on the delivery paperwork at the time of delivery.

#### **Damages, Claims Policies**

- Concealed damages (damages found after unpacking) must be reported within 3 days of receipt of the products. Customer is responsible for opening and inspecting the entire order within 3 days or any claims for concealed damages may be denied.
- To file a claim, please send an email to [info@unikraftcabinetry.com](mailto:info@unikraftcabinetry.com) and be sure to include clear photos showing the damage or defective items will be required to process any claim and the invoice number at the upper right corner of the invoice and packing slips.
- Photos must be taken before the cabinets or parts are installed. If the cabinet or accessory has already been installed, the claim will automatically be denied.

#### **Returns and Exchanges**

- Returns and exchanges of cabinets are subject to a 25% restocking fee on all cabinets.
- No returns or exchanges are available on special orders, modified cabinets, close-out items, clearance items, sold as-is cabinets.
- Requests for returns or exchanges must be made within 7 days of receipt of the product. To be eligible for a return or exchange, product must be in its original condition and packaging.
- Shipping and delivery charges are non-refundable.
- Refunds for purchases made by cash or check will be refunded by check within 2-4 weeks. Refunds for purchases made by Credit or Debit card will be credited back to the card used for purchase.

#### **Payment Policies:**

- Cash purchases receive a 5% discount for cabinetry materials only (add-on accessories, assembly, and installation costs excluded from discount).

CUSTOMER INITIALS: X\_\_\_\_\_

- Visa and MasterCard purchases are subject to a 1.5% service charge on the total amount.
- Business Checks and Cashier's Checks are accepted with a 5-day minimum hold on the order to clear before any order will be processed by the warehouse.
  - Do not bring a check if you are planning to pick up the same day; we will not release product until the check is deposited and cleared by the bank.
  - Returned checks are subject to a \$50 NSF fee from Uni Kraft.
- Cabinetry Purchases:
  - No Installation - invoice must be paid in full at time of sale.
  - With Installation - 100% materials and 50% labor are due at the time of sale; remaining 50% plus any additional labor not already on the invoice will be due within ten days of completion of installation. Invoices that are not paid within ten business days will be sent a Notice of Right to a Lien.
    - Rescheduling and cancellations on installations must be made at least 72 hours in advance or will be subject to a \$200 rescheduling fee.
- Countertop Purchases:
  - No Installation – invoice must be paid in full at time of sale.
  - With Installation – 100% materials and 50% labor are due at the time of sale; remaining 50% due upon completion of installation. Invoices that are not paid within ten business days will be sent a Notice of Right to a Lien.
    - Rescheduling and cancellations on installations must be made at least 72 hours in advance or will be subject to a \$200 rescheduling fee.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

CUSTOMER INITIALS: X\_\_\_\_\_