



What do your services include?

- Introducing you to various cabinet styles, finishes, accessories and construction features
- Planning out your space for optimal functionality and efficiency and style
- 3-dimensional drawings to help you visualize the designs
- Onsite measurement verifications with your contractor/installer once a design and budget has been more or less determined
- Reviewing your appliance specifications and installation requirements and making modifications to the designs accordingly
- Referrals to licensed contractors/installers, interior designers, appliance shops and other vendors if needed
- Placing a detailed and accurate cabinet order
- Providing your contractor/installer with installation notes and drawings
- Coordinating your cabinetry delivery with your contractor/installer
- Promptly addressing and ordering additional and/or replacement parts as needed
- Seeing your project through from start to finish

*we can also ask our sister company, True Stone, who fabricate and install countertops to provide you with an estimate if you would like & coordinate the timeframe of their services if applicable

Do you help with choosing other finishes in the room to compliment the cabinets (flooring, tile, paint etc.)?

We are happy to give you our opinion but we are not "soft"/interior designers. We are space planners and as such, we concentrate our time and energy on the logic and fit of the cabinets. If you need an interior designer, we would be happy to provide you with referrals to designers we have worked with.

Do I need an architect or designer?

If you are moving/removing walls, you will most likely need a structural engineer to create drawings for permitting purposes with the city. Depending on your contractor and the scope of work involved, you may or may not need an architect to map out your space.

As far as helping you with the logic and flow of your kitchen, we can certainly create a design to make your space functional and practical based on your specific needs and situation.

Do you help configure the space and allocate/designate where things are stored in the kitchen?

Everyone maneuvers in the kitchen their own way, it makes sense for *you* to think of the way you function. Should you have a larger item you specifically want to place in a cabinet, it is best that you let us know and provide the dimensions of this item so we can verify it will fit where intended. Our manufacturers have totally ingenious cabinetry options for storage, display and appliance panels, we will show you what's new and wonderful.

Many clients will take inventory of their items and then designate/note their locations on our drawings for their reference. The items will typically fall under 4 categories: food prep (food, bowls, knives, small appliances, cookbooks, spices), cooking (pots & pans, lids, baking dishes, cooking tools), eating (every day dishes, glasses and utensils, formal dishes) and cleaning (paper towels, trash bags, soaps, storage containers).

Are your cabinets high-end? What does a typical kitchen/bathroom price at? Are your prices competitive?

Our Cabinets are beautiful, stylish and innovative. Our prices are very competitive. We have cabinets to suit almost any budget. Door style, finish, cabinet construction, accessories and design and function options will determine the cost of your cabinets. Sharing your budget goal with us can help us determine the best design and product for your money.

Please note: We do not go into bidding wars with vendors selling the same products we sell as we know the amount of work that goes into providing designs and quotes; that being said, if you are unhappy with their level of service, we would be glad to meet with you as we make it our goal to help you through your project(s).

We are experienced and passionate designers who get it right the first time. Our extraordinary customer service is not an "added" value, it is intrinsic to who we are and fundamental to the success we have brought to our clients' projects. There is no price tag for this!

Are your cabinets custom?

Custom is a misused term, and does not necessarily refer to better quality, but more to being built to fit. [Custom used to mean the cabinets were built piece-by-piece at the jobsite and installed in place prior to being finished.]

Modular cabinets are made-to-order cabinets, sometimes referred to as Semi-custom cabinets. They are individual cabinets made in a factory in pre-determined, not pre-fabricated, "modular" height, depth and width increments.

Nowadays, most semi-custom manufacturers can modify/"customize" these measurements at a nominal fee and often, in the case of frameless cabinetry, for free.

We work with different cabinet manufacturers based in Iowa (Dynasty/Omega), and Vancouver (Columbia). All of our manufacturers build their cabinets on a per job/per order basis. They do not have an inventory of cabinets sitting on shelves.

All lines of cabinets have full customization flexibility from simple size changes to full-out customized components.

You can customize doors and finishes too; it's just a matter of money and how much you want to spend.

What is the lead time on your cabinets?

It varies depending on the manufacturer, quantity, construction, style and finish, from 4 to 8 weeks, with additional fees, your order could be made sooner but absolute minimum is 3 weeks.

What kind of warranty(ies) do you offer?

Warranty varies from manufacturers.

Omega, Columbia, Greenfield and Sitrine offer a limited lifetime warranty.

What is the policy and turn-around time on replacement parts?

In the event that a cabinet or part was damaged during transport and is beyond touching up, we will do everything in our power to resolve the issue in a timely manner. Rush or Hot List items from our manufacturers generally take two-three weeks from order to delivery. Installation of cabinetry constitutes acceptance- any request for replacement must be made prior to installation. We urge your contractor to open and inspect all cabinets upon delivery (tape labels on back to accurately identify cabinets).

What makes you different from other cabinet companies?

We are a small company, easy to reach. You will have one designer devoted to your project, seeing it through from start to finish. We have been in business for over 14 years and designed over 1,000 kitchens and bathrooms.

****Big Box designers are poorly trained and under paid resulting in more mistakes (i.e., prolonged projects, more expenses) and less quality of service.*

Are your cabinets "green"?

Absolutely! Our manufacturers are ESP (Environmental Stewardship Program) certified (through KCMA- Kitchen Cabinet Manufacturers Association). They source recycled and SFI (Sustainable Forest Initiative) certified materials, have developed environmentally-safe and energy-efficient manufacturing processes, produce low VOC (Volatile Organic Compound) finishes, use state-of-the-art software to optimize lumber yield and minimize waste, and comply with the very stringent CARB (California Air Resource Board) ultra-low formaldehyde air emissions standards and HAPS (Hazardous Air Pollutants) regulations. They are also committed to community service programs within their regions and abroad.

If you go to their individual websites, you can read more about their green philosophies and practices.

<http://www.columbiacabinets.com/green-cabinetry/>

<http://www.omegacab.com/kcma.asp>

<http://www.greenfieldcabinetry.com/wp-content/uploads/2016/07/Greenfield-Compliance-Statement.pdf>

Wouldn't buying locally reduce the carbon footprint?

The material that is supplied for the project still needs to travel into the area - either in its raw form or fully produced form.

Our manufacturers are closer to the source of the raw material and therefore have a smaller carbon footprint on the front end to get the material to their facility. While our manufacturers use an Ultra Low VOC, two-component, catalyzed conversion varnish finish that is recognized to be the most durable in the industry and complies with California emissions, most local shops use a pre-catalyzed lacquer finish which typically fails in 3-5 years, resulting in utilizing more material when replacing the cabinets.

Our manufacturers' factories have climate controlled dedicated environments, dust and particle free versus most local shops which spray their finishes in an open air environment with no controls in place.... Not to speak of the quality of finish derived from a state-of-the-art system versus hand sprayed finishes.

Our manufacturers also have a sophisticated computerized software program that calculates how to maximize material usage, lessening any wasted material. 99% of any unused material is then recycled.

***Also be aware that not all parts going into custom-made cabinets are made in the cabinet shop. Very often drawer and door fronts, and sometimes drawer boxes, hardware and other components, are ordered out pre-made by (that's right) by a factory. So if something goes awry with one of these components, they will need to be reordered –just like the modular product!

Most custom shops only offer a 1-yr. builder's warranty while higher end modular companies will offer a warranty of several years up to a lifetime.

What about LEED points? Products themselves cannot be LEED certified. Rather, LEED certification offers third party validation of a project's green features and verifies that the building/structure is operating exactly the way it was designed to. While our cabinetry lines hold KCMA's environmental stewardship certification, their cabinets will not qualify for LEED categories primarily due to the fact they are produced more than 500 miles away.

Do you sell appliances, tiles etc?

No, we have chosen to focus on cabinetry. We can provide referrals to reputable companies offering appliances and complementary product. Our sister company, [True Stone](#), fabricates and installs countertops. We would be happy to put you in touch with them.

Do you install cabinets?

No but we have a good number of licensed contractors we work with repeatedly and who are very familiar with our products and are happy to share their contact information with you.... *Where are you located? How big is your project and when do you think you would want your project to start?* This information will help us determine who would be best suited for your project.

What do you charge for your designs? Are your designs/quotes free?

We offer a **free** initial consultation, design, and estimate. We understand that some clients have never been through a remodel and have no idea what size budget their project might entail and that many clients often collect several quotes* to make sure they are getting a fair price. We feel that providing this free service upfront gives us an opportunity to win your confidence and your business.

If you decide you like our products and services and you want to pursue your project with us, we ask to collect a small retainer from you (\$500).

With this deposit we can invest more time on your project, get into details and revisions, knowing that you are serious about moving forward with us.

Though this retainer is non-refundable, it is entirely applicable toward the purchase of the cabinets for that particular project.

**We encourage you to share your findings with us. If the estimates you collected vary greatly, you would be wise to check with your sources why that may be. From a cabinet dealer's standpoint, it can often be as simple as the door style/finish, type of drawer mechanism/hardware, construction and/ or accessory etc. that was included in each bid. Prices can fluctuate greatly based on such details.*

Do you come onsite to take measurements?

We verify dimensional plans onsite with your contractor/installer once a design and budget has been more or less determined and a retainer has been collected.

We ask that you bring the initial measurements for our first meeting in the showroom.

We want to give you an opportunity to see the products we offer and determine what fits your needs.

Exceptions are made for physical disability or because the architectural space/layout is very complex and difficult to draw. In these types of scenarios, we encourage the clients to spend some time learning about our products online and develop a sense of the door style and finish that they prefer so we can bring samples their way.

What should I bring to our first meeting?

We encourage you to bring in rough dimensions of your floor plan with window and door locations, as well as ceiling height, so that we may provide you with a preliminary design concept and quote based on your preferred cabinets. Our website guides you through taking the dimensions we will need and offers a printable PDF form/graph paper to help you with jotting down these measurements. You can see an example of the information we are looking for and how simple it is on our website: <http://timelesskitchens.zenfolio.com/how-we-work>

Feel free to bring in photos of your space along with magazine clippings of projects/spaces you like. If you have a houzz ideabook or pinterest board you can share it with us.

Can I come down to the showroom right now/ without an appointment?

We are a small company and our designers' schedules are therefore quite booked; in order for them to give you the time you deserve, it is best to schedule an appointment.

They may be out at a job site, in a meeting with a client or under a tight deadline to create a design or place an order.

Do I need to come down or can you give me a quote over the phone or via e-mail/fax?

If you would like us to provide you with a quote remotely, we would need a drawing with dimensions of your space as well as an idea of the door style and finish you prefer. The more information you provide us, the more accurate we can be on our end. Of course, anything can change from there but at least you'll have ballpark pricing and a preliminary design to review and refine.

I am a contractor/ designer/ architect. Can you help me with a multi-unit building I am bidding on?

Sure. We'll need to know the number of units, number of cabinets per unit, whether the units have the same footprints or not, the complexity of the orders & quality of cabinetry desired, the cabinetry budget you have set aside, whether you would stagger the orders and if so, what you anticipate your start date and completion date to be, ... so that we could determine price breaks, lead times etc.

*Don't hesitate to call us at 415.822.8463
We're here to help!*