

Aspen Leaf Kitchens Order Process

-Initial Meeting-

Your initial meeting will be at one of our showroom locations or your jobsite. At the meeting we will begin to get an understanding of what type of vision you would like to accomplish. Please bring any drawings, blueprints, and/or measurements that you have available.

-Initial Budgetary Proposal-

If you have not already received a proposal, one will be generated after your initial meeting. Your proposal will be based on plans submitted as well as the information gathered in the initial meeting as noted on the proposal. Without full design and outlined specifications, our initial proposal will only serve as an estimate.

-Design Retainer-

We require a design retainer to move forward with your project design. This is a non refundable design fee, based on estimated design time needed, that is directly credited to your order, upon order placement. We will determine a design schedule based on when you will need your cabinetry delivered. It is important to be as accurate as possible so we ensure your order is placed with enough time to manufacture. At this time we will need to know your general appliance and sink sizes. After submitting the design retainer you will receive your design drawings along with a revised proposal.

-Design Meeting-

After you have had an opportunity to look through your design we will have a meeting to discuss any necessary revisions. At this time it is critical to have your appliance make and model numbers, plumbing/sink specifications, and your countertop material thickness available. You should be prepared to make your door style and finish selections at this time. We will then provide finish samples in preparation for your order placement.

-Field Measure-

Prior to your final design, after completed framing, an Aspen Leaf Representative will perform a field measure. Any changes to room dimensions, plumbing locations, appliance specifications, etc after the field measure must be communicated in writing and may be subject to a change order/service fee.

-Order Placement-

Production will not begin until Aspen Leaf receives a complete cabinetry order which includes:

1. Signed Contract and Attached Terms and Conditions
2. Signed Final Drawings and Approved Final Samples
3. Materials Deposit (50% of contract sub total)

*Revisions after initial order placement will incur a change order fee and nullify any previously scheduled delivery dates.

*Nothing is included or implied unless clearly notated on the signed drawings or signed contract.

-Production Lead Times-

Production lead times vary based on our current production schedule and the complexity of your cabinetry order. Historically they have ranged from 6 – 10 weeks. Your Aspen Leaf Representative will be able to give an accurate estimate of current lead times. The production lead time starts upon completed order placement. If information is incomplete or a change order is placed your lead time may start over.

-Delivery-

Your cabinetry will be delivered to the most accessible secured space. Aspen Leaf Kitchens is not responsible for staging your product per room. We will send a delivery acknowledgement letter to confirm your delivery. No delivery will be made until ALKL receives confirmation. If delivery cannot be made due to job site issues and ALKL is not informed 24 hours in advance an additional delivery fee will apply. All deliveries require an agent of the buyer to be present for shipment verification (unless otherwise arranged).

-Installation-

Aspen Leaf Kitchens highly recommends using our certified installation crew. However, installation is optional and must be noted on the signed final contract. If Aspen Leaf Kitchens does not perform installation we are not responsible for any damage or installation errors during install.

-Warranty-

Aspen Leaf Kitchens warrants furnished products per design specifications to be free from defects in materials and workmanship, with a limited warranty. Please be aware that the natural beauty of wood comes from the unique characteristics from one piece to another. No matter how controlled the environment, natural grain variations and mineral streaks make every piece of cabinetry unique. ALKL assumes no responsibility for this natural variation.