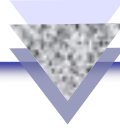


BEFORE OUR INSTALLATION CRAFTSMEN ARRIVE

PREPARATION

- All the wallpaper should be removed from kitchen walls before the installation.
- Your kitchen cabinets and countertops should have everything removed from them before the installation date.
- Paintings, plants, furniture, antiques, drapes and other valuables in the kitchen and on adjacent walls should be removed for their protection. Please give your possessions the care they deserve by making arrangements to have them moved ahead of time.
- Set up a temporary kitchen. Keep your more useful cookware and utensils handy. Having a countertop microwave, toaster oven, paper wares and easy to prepare foods would be helpful.
- Until you get your new refrigerator, we will move your existing refrigerator to another location, on the same level as the kitchen, where it can still be used during the installation of the kitchen.
- Dust Covers: Sanding, sawing, and other preparation work does make dust. You may wish to cover furniture and other objects in rooms adjacent to the work area to protect them. Old sheets, plastic, and inexpensive drop cloths are ideal. We will cover open doorways as best we can.
- Follow the work calendar, schedule play dates and sitters in advance (if necessary). Call in those dinner invitations and collect your favorite take out menus, they will come in handy.

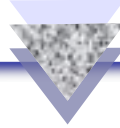


THE INSTALLATION

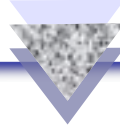
- **Our Installers work 4 – 10 hour days** Starting work on site approximately 8 a.m. and work until approximately 5 p.m. They will need to come and go during the installation. They will either need a key to the house, which will be kept in a lock box, or someone will need to be home at all times. Inability to get into the house causes costly delays.
- **The Installers** Our workmen are experienced and have received specialized training. We have reviewed your project for accuracy and will have discussed it with the installers. We will have given them details on what you want done. Extras like moving appliances downstairs and installing your old cabinets in other rooms are not included unless specified in your contract.
- **Safety** We would appreciate your cooperation in keeping everyone out of the room being remodeled. Pets, too! Some of the adhesives are toxic when wet, some cannot be removed from clothing, and power equipment and sharp tools are always dangerous when children are around. To avoid damage to your new installation and injury to everyone, please keep everyone out of the work area. You receive a better installation when all of the craftsmen's attention can be concentrated on the work.
- In most cases there will be a dumpster and even a Port-A-Potty as well on the jobsite. Please tell your flooring people NOT to use our dumpster. You can use it once we have finished adding debris, check with our Installers. DO NOT discard tires, paint, or chemicals in the dumpster.

THINGS TO EXPECT

- **Your Convenience** All kitchen remodeling jobs require that water be turned off in part of the house during the disconnecting and reconnecting of the kitchen. Remember that dishes can be washed in another room. We'll try to have you back in service in the shortest time possible, but a little advance planning makes the inconvenience more tolerable.



- **Cabinets** Our cabinets are of high quality construction, but doors, etc. are not given final adjustment at the factory. When our craftsmen start installing cabinets, you may notice some drawers and doors do not line up correctly, this is normal. However, they are trained and know how to adjust these situations. When installation is completed, they will ask you to inspect the job and will be happy to adjust any doors or drawers to your satisfaction. If a door or drawer is damaged in shipment and cannot be corrected on the job, we will gladly re-order a replacement from the factory which may take several weeks. Any other extra, missing, or damaged parts will be replaced and installed as soon as possible.
- **Sinks** If you have chosen a stainless steel sink, it is of exceptional quality and has a buffed finish with the buffing grain usually all in the same direction. However, when you first start using the sink, small scratches will appear. They are caused by the grain being crossed. In time, after the sink has been used, scoured and cleaned many times, the sink takes on a patina of pewter. To avoid these issues, we recommend purchasing a sink grid that will work with your sink.
- **Paint Touchups** Paint will chip when moldings and casings are removed. Moldings may also break during removal, especially if old or nailed with long nails. Some scratches and splintering may also occur if doors are shortened. Our installers do exercise utmost caution but some damage is inevitable. These chips, splinters, and scratches are not covered by your contract or warranty.
- **Insurance Coverages** All of our employees are covered by workmen's compensation and liability insurance as required by law. Once the materials are in your home, they are covered by your homeowners insurance as to damage caused by fire, flood, vandalism, or theft.



AFTER THE INSTALLATION

- **Maintenance** Dovetail Designs, Inc. does not perform appliance service. We will give you your maintenance instructions and warranties. Please fill them out and mail in the appliance warranty cards as soon as possible so you are eligible for free labor and parts for the time period of the warranty. The service companies' phone numbers are in the literature or on the appliances. Do not hesitate to call our office if you cannot find them. The maintenance instructions are important. The information will help you to preserve the new appearance and protect your warranty.
- **Protect your Investment** Be sure to fill out the guarantee information for your appliance. Make sure to use the cleaning materials and methods recommended by the Appliance, Cabinet and Counter Top suppliers.
- **Relax and Enjoy!** Well hopefully all the decisions, selections and shopping for your kitchen or bath project is over. Relax and enjoy your newly designed space that will change the way you live.

IN CONCLUSION

- We want you to completely satisfied with your purchase and our installation so that you in turn will **recommend Dovetail Designs, Inc.** and enjoy your kitchen for years to come.