

## Thinking of using a 3<sup>rd</sup> Party Kitchen installer?

### **Kitchen installers can be found through:**

- Asking for a list of installers from your local Project Kitchens store
- Asking friends or family for a recommendation
- Visiting your local hardware store and asking for their installer / builders list
- Checking the classified section in the local paper, or the trade services on the Trademe website

### **Determine what you want your installer to do:**

- Assemble and install the cabinets (Basic service)
- Fitting of ceiling/wall/floor panels?
- Remove the old kitchen/dispose of?
- Do any minor wall or floor repairs?
- Arrange the plumber/ electrician or other trades to come back to site?
- Different levels of services are offered by different installers
- Who will clean the completed kitchen – the installer or the customer?

### **Agreeing prices and timeframes:**

- What are there fees – i.e. per cabinet / fixed price install / per hour rate?
- Ensure your fees include GST
- What would incur additional fees not already discussed/ unexpected events?
- What is the resolution process if an element of the kitchen does not fit or work as intended?
- If the install does not finish within the time frame agreed, when will they complete it?
- When engaging a 3<sup>rd</sup> party installer, we recommend to pay the final 30% of the install fee once you are satisfied with the practical completion of the kitchen\*
- Use our kitchen install quality check sheet as an agreed format with the kitchen installer

*\*If the kitchen install is not completed by factors not the fault of the installer or a minor element that does not affect the usage of the kitchen, we recommend to pay a fair final payment to the installer.*

### **Remember:**

- Ensure you understand the arrangement with you installer.
- Ensure you have an agreement in writing
- Remember that building projects can run ahead or behind schedule
- Plan for the best but prepare for the unexpected: Ensure you have a time and cost contingency – plan for double the amount of time to install and a 20% cost overrun.

# Basic Kitchen install checklist

<u>Presentation of the installed kitchen</u>		
	Checked	Comments
Outside is clean, plastic protection removed		
Inside Drawers and Cupboards are clean		
No silicone/glue residue		
Kitchen inspected for Scratching/Marks		
All installing by-product removed		
Take Photos of the kitchen, after install		
Any outstanding install matters discussed/resolved		
<u>Quality Check by installer &amp; customer</u>		
	Checked	Comments
All Doors and Drawers are symmetrical		
All Doors and Drawers opening correctly		
All cover caps fitted		
All soft closing fitted		
All panel caps checked		
All accessories operating smoothly and correctly		
<u>Aftercare process</u>		
	Checked	Comments
Kitchen care advise given to customer, where applicable, by the installer		
Customer advised how to contact the installer if there is an install related issue		
Send completed photos of the kitchen to Project Kitchens, provide feedback.		