



## LP-WOOD TERMS & CONDITIONS

Welcome to LP-wood:

We are grateful that you have chosen to entrust your project to LP-wood. Since 1994 we have been an industry-leader in cabinet design and production, and it is our pleasure to welcome you into our process. It is our desire for every project to run seamlessly, and we strive for excellence and professionalism in all that we do. Please carefully read the following Terms and Conditions, and please do not hesitate to be in contact with us if you require further clarification. This document is our effort to help you better understand how we can take your project from dream to reality in the best way possible.

Our Design Services:

We take a multi-faceted approach to our design services and this process includes the following areas of design: Initial Contact, Complimentary Consultation, Preliminary Design, Revisionary Design, and Final Design.

Initial Contact:

When you initially contact LP-wood, you will be given an approximate linear foot cost and a current booking time. After your contact information has been put into our system, you will be contacted by a designer to set up a complimentary consultation either virtually or at the LP-wood showroom.

Complimentary Consultation:

A complimentary consultation will be scheduled at the designer's earliest convenience. This consultation will be arranged by the designer that is assigned to your project. It is at this meeting that you will be able to describe your vision to your LP-wood designer, as well as see any materials, finishes, profiles etc. that you may be interested in. You will also gain an understanding of LP-wood's construction methods and be able to determine if LP-wood is a good fit for your specific project.

LP-wood will assist with design and ergonomics to the best of our ability. We will offer our input, keeping within the parameters set by the client or designer when we find it appropriate to do so. We do not take responsibility for aesthetic, ergonomic or material selection decisions. It is up to the client to choose and source room fixtures and materials including paint colours, mouldings, profiles, stone/counters, handles, flooring, lighting, electrical layout, tile, appliances, sinks, faucets, fabrics/cushions, etc.

Preliminary Design:

If you would like to move forward with your project after our complimentary consultation, LP-wood will require a fee to begin drawing your project. This will be a flat fee of \$1,000.00, or 10% of the estimated cost of your project. Included in this fee is a site measure at your home, a preliminary drawing, and 2 revisions to your preliminary drawing.

Revisionary Design:

Additional revisions that are required (3+) will be charged out at \$100.00 per revision. This fee will be added on to the total cost of your project.

Example: The first rendition of your drawings are submitted to you. You make your desired changes; we adjust the drawings and re-submit them to you (Revision 2). You may make one more set of changes at no charge (Revision 3) but any changes made after that will be subject to the \$100.00 charge.

Pg. 1





To avoid incurring further charges please try to be as decisive and descriptive as possible with your changes. We recommend the client print out a set of our drawings on which to make handwritten changes for us to work from.

#### Final Design:

Once all revisions are complete, final design now commences. Included in this are the Project Details (see below), and an Official Quotation based on the scope of work that you have requested. A secondary site measure will be scheduled at this time. All accessories, hardware and any other items that will be included in your project need to be confirmed in the Final Design stage.

#### Our Official Quotation:

The work to be done by LP-wood and installation dates specific to your project are outlined in your Official Quotation. Any additional work not described in our quote can be priced upon request. Please make sure to read our quote carefully. Do not assume an item brought up in discussion is included if it is not written in our quote. Please make specific inquiries.

In order to secure your project in LP's production schedule a deposit equaling 40% of your project's total estimated value must be paid as soon as the quoted price has been provided. At this time, you must also agree to, and sign-off on, our Terms and Conditions.

Quoted prices are current value estimations only and all projects will be re-quoted 60 days prior to the start of the project's manufacturing to confirm exact pricing. This re-bid forms our Final Contract. Any work that is not completed within 3 months of the initial estimate may have price increases due to increased material costs.

#### Our Final Contract:

Upon approving and signing the Final Contract provided by LP-wood, all items, parts, and dimensions therein are final. Amendments to the signed contract are discouraged; however, if changes are necessary after the final contract has been signed, these changes will either incur change orders, or completely new orders, as the situation requires. Additional fees will follow for the new items and/or additional drawing time. Delays to previously agreed upon installation dates may ensue at the discretion of LP-wood as necessary.

#### Project Details:

The following is a list of items we need from you as early as possible in the design process: 1. Paint colours or stain choices. 2. All appliance specification sheets including sinks and faucets. 3. Interior cabinet material choice. 4. Under-cabinet lighting specification. 5. Door profile. 6. Any other hardware or accessories specific to your job. Delays in receiving material choices or specifications may result in additional time needed to complete your project.

#### Dimensions on Drawings:

Please carefully examine the dimensions as shown in our drawings. While it is the responsibility of LP-wood to ensure the cabinets fit in your space, it is the responsibility of you as the client to ensure that your items fit in the cabinets as indicated on the drawings. If a dimension is not shown, please do not hesitate to request it be added to the drawings for clarity. We encourage you to measure your items and compare them to the space shown in the drawings. Examples of items that we recommend that you measure to ensure fit include plates, serving bowls, mixers/ small appliances, salad bowls, cereal boxes, containers, etc.

Pg. 2



Notes and Meetings:

If possible, please send all specific details for your project over email so we may recall the information at a later date as information discussed in person or over the phone are not always reliable or recalled correctly. Please note that the drawings are accurate representations of what will be built and any missing information in the drawings will likely be missing in the finished product. Please make notes and “mark-up” the drawings with this in mind. If we send a drawing rendition with information previously discussed missing, please let us know so we can add it in.

Replacing Existing Cabinetry:

When designing our cabinetry, we do so to the best of our ability using our unique methods and practices. Our cabinetry will not necessarily have the same features or available space as your previous cabinetry. It is not uncommon to lose some space in our designs because of the potentially thicker (more stable) material we use. It is the client’s responsibility to ensure desired functions and dimensions they may have previously enjoyed with their old cabinetry are relayed to our drawings. Just because a mixing bowl used to fit in your old cabinet does not mean it will fit in the new cabinet we are making. Please check the dimensions - we can accommodate if we know ahead of time.

LP-wood strongly recommends all existing cabinetry is removed before measurements are taken for our cabinetry. Upon request, LP-wood can assist with the removal of existing cabinetry at the cost of the client.

New Builds:

It is up to the client to make LP-wood aware of any changes to the work site after our site measures and our drawings have been approved.

Samples:

LP-wood can provide material/finish samples upon request. LP-wood will provide 2 complimentary samples; samples requested by customer beyond this are billed out at \$100 per sample.

Promotional Photography:

The team at LP-wood takes great pride in their work, and we would like to show off your project! We ask that you sign our privacy disclaimer if you wish to give permission to LP-wood to send a photographer to your home after your project is complete to collect photos of your project for promotional purposes.

Payment Schedule:

1st payment = 40%, due once Official Quotation is accepted

2nd payment – 40%, due prior to Delivery

3<sup>rd</sup> (final) payment = 20%, due no later than 15 days upon completion of installation, unless other terms have been expressly given in writing by LP-wood.

A delay in the receipt of payment to LP-wood might result in the cancellation of the installation date or delay and additional fees to the customer, such as storage fees and any non-refundable expenses incurred by LP as a result of the cancelled/delayed installation.





#### Project Scheduling:

Unless previously agreed in writing, the following is an outline of our typical scheduling and job procedures:

Upon Final Design, we will arrange a secondary site measure, which is subject to our availability. As stated earlier, your 40% deposit upon receiving your Official Quotation reserves your production time; an installation timeline will also be conveyed to you in your Official Quotation.

Once we are close to completing the manufacturing of your project, we will arrange for installation. We require a second 40% deposit prior to the delivery of your project. Installation times will vary depending on the size of the project, but please understand that we take pride in our work and typically take our time with installation. Our standard work hours are from 9am to 4pm Monday to Friday. We ask that final payment (20% of total project cost) be made upon completion of installation.

LP-wood will do its best to adhere to the scheduled installation date, however; there are several situations including but not limited to the following that will affect the proposed target date: site readiness, changing construction schedules, strikes, material availability, natural weather occurrences, health and family issues, pre-planned vacations or holidays or any other situations that are out of LP-wood's direct control. If LP-wood is unable to meet any deadline, it will take all reasonable measures to complete each phase as quickly as possible. Timelines may vary with the circumstances.

#### Storage Fees:

LP-wood can only adhere to a timeline given from the client's signed contract. Once this time frame is agreed upon it is expected that the site will be ready for us at the date specified. Delays incurred by others involved in the project may be subject to storage fees. We understand it is hard to pin renovations down to a specific date so there will be no storage fees for the first 3 weeks that a project is delayed. Storage fees will vary on a job-by-job basis. Storage fees will be contingent on the size of the project(s) being delayed. If storage needs to be provided past three weeks, a minimum storage fee of \$250 will be billed per week. All storage fees must be paid in full prior to delivery. LP-wood is willing to discuss further storage options, if necessary.

#### Before We Deliver:

Please have the following items ready for us before we arrive on-site with cabinetry: electrical rough-in, plumbing rough-in, a clean and clear work area including the removal of old cabinetry and appliances, existing back-splash tile removed, finished flooring in place, floor protection down and taped to the floor, appropriate space left for storage of cabinetry away from where it is being installed, basic site conditions met (see below).

#### Basic Site Conditions:

It is expected that the site has the following: toilet, electricity, heat/AC, appropriate lighting and can be secured during off-hours. If these are not available, please advise. Routes to areas where work is to be performed, and the area where work is to be performed are to be cleaned and cleared of all obstacles prior to installation.

#### Contractors:

When the project requires a combination of multiple trades, we always recommend the client hire a contractor. LP-wood is a cabinetry sub-trade and does not take care of the scope usually handled by contractors. A good contractor will handle scheduling and coordination between the trades as well as make sure the site is prepared for the trades as they are needed. LP can provide local sub-trade references upon request.

Pg. 4





#### Floor Protection:

Please ensure your floor is protected. We try to be as careful as possible, but we recommend the client or contractor has Masonite or similar material protecting the floors. If you would like LP-wood to provide premium flooring protection, please make a request for pricing a minimum of 2 weeks ahead of scheduled installation.

#### Dust:

Please understand that installing cabinetry creates wood dust. We will do our best to clean the area in which we are working but dust will likely travel beyond our work area. Dust can travel through vents as well as float through the air to unexpected areas, please expect to clean some dust after we have left. Whenever feasible, any machining needed for installation shall be performed outside of residence. However, if weather or site conditions do not allow for outside machining, an area will need to be provided indoors.

#### Countertops:

Unless stated in writing and on the drawings, LP-wood is not responsible to supply or install countertops. We can make recommendations for where to obtain countertops locally.

#### Appliances:

Our cabinets are built according to the appliance specifications that the customer provides. If your appliances do not fit our specified dimensions, a cost may be incurred to retrofit our cabinets to accommodate them.

LP-wood does not select, level, or move appliances. It is our preference that our clients enlist other professionals to set appliances in place and install them after we are finished with our installation; however, LP-wood can install appliances at an additional cost to the client upon request. Please make sure appliances are out of our work area during our installation.

From time to time, an appliance will be required at the shop for a custom fit prior to installation. In this instance, LP-wood will assume the liability of the appliance.

#### Appliance Panels:

If not specifically written in the quotation and drawings, millwork appliance panels will not be provided by LP-wood. If appliance panels are required, please contact LP-wood for pricing. Please also let us know before pricing if you would like us to install the panels, as many appliance installers supply this service (LP will not be responsible for damage caused by another company installing the appliance panels). If the appliances are not on site at the time of LP's scheduled installation, additional charges may apply for another visit.

#### Electrical Outlets:

LP-wood is not licensed to handle electrical components. When installing our cabinets in front of an outlet (including cable, internet, etc.) we will make a cut-out in our cabinetry for access. We are not responsible to bring outlets forward for installation in our cabinetry. Location of electrical outlets must be confirmed prior to LP manufacturing the cabinets and signed off by the client. Any alterations are subject to additional costs.

Do not leave outlets dangling from the wall, they should be affixed to their final location. Please disconnect the power to any exposed wiring in our work area.





#### Specialty Drawers tailored around Plumbing:

When a drawer needs to fit around plumbing, our drawings will show the cut-out to be provided in the drawer. The client or contractor is responsible for making the plumber aware of the space in which he/she must keep the plumbing. LP will cut the drawers to fit post-installation. Please show the plumber our drawings.

#### Sink Install:

It is the responsibility of others to install sinks. We recommend sink cut-outs are done by the individual responsible for the sink installation to ensure correct placement and continuity of responsibility. The exception to this would be an undermount sink in a wood countertop (please note that this is not recommended by LP-wood). LP requires apron front sinks to be brought to the shop prior to the time of installation.

#### Damage:

If any of the cabinetry is damaged by the LP-wood team during installation it will be fixed at no charge. If you see damage, please make us aware right away, before we complete the project. Damage done to the millwork by others is not the responsibility of LP-wood but can be repaired for a fee if requested.

We recommend that the final topcoat of wall paint is done after we have completed our installation. Installing cabinets is an involved process and we are likely to nick and/or mar the walls. This is a common occurrence and to be expected. Please be prepared to touch up the walls as this is not included in our service. LP-wood will take all precautions to not cause any damage to any surface. However due to the inherent nature of installation, LP will not be held liable for any minimal damage to paint, wall covering, floor covering and ceiling materials in an installation area.

#### Hardware:

A basic hardware allowance is included in our cabinetry quotes. Specialty handles/pulls/knobs are subject to an increased cost and will be detailed on the quote. Hardware purchased through LP-wood is subject to a 15% restocking fee plus shipping charges.

The customer may choose to source their own hardware. If this is the case, we will include the installation of hardware at no extra charge if they are standard surface-mounted handles/pulls and are provided to us before the start of installation. If hardware is provided to us after installation, a standard hourly rate of \$75/hr. will apply. If hardware requires custom fitting or routing into the doors or drawers, please inquire for pricing.

#### Cabinet Hinges & Drawer Slides:

Over time door hinges and drawer slides may need adjusting depending on how heavily they are used. This is a natural wear and is not be consider a flaw or defect. Please ensure that you ask the LP installer for a tutorial on how you can make minor adjustments or contact our office for assistance.

#### Inserts and Accessories:

Unless specifically written in our quote all inserts, accessories, and hardware is to be supplied by others or priced additionally in the quote provided by LP-wood.



Wood and Wood Substrates:

We order and use only the finest wood materials available. We also go the extra mile and hand-pick all materials for the best grain and colour match possible. However, there will be variations of wood grain, pattern, and colour because wood is a natural material. Variations in wood grain characteristics and colour and wood type, specific grain imperfections, such as small knots are not considered a defect. Some variation from a sample is considered acceptable as per industry standards.

Due to the natural expansion and contraction of solid wood and wood substrates light warping, shrinking, and expanding might occur and is deemed tolerable as per industry standards.

Finishing:

We use only the finest finishing materials available. Our materials and techniques make for a very durable finish that is highly resistant to moisture, chemical, and light exposure. Typically finishes turn slightly amber and wood darkens or lightens from the effects of light over time. Colour changes over time are not considered a defect. Normal incidental deterioration such as paint and stain nicks, scratches, abrasions, sun damage, and natural aging resulting from the effects of normal wear can be expected. Cabinets damaged by misuse, neglect, abuse, exposure to moisture and exposure to extreme temperatures are not the responsibility of LP-wood.

When looking at samples, you must remember that all our techniques are hand applied and inconsistencies will vary from sample to finished project and within the finished project itself. Also, veneers may finish differently from solid woods. LP-wood uses the best techniques that we have mastered through the years to keep all finishes as consistent as possible. Variations in product due to finishing techniques are not considered a defect. As per industry standards some variations of sample are considered acceptable.

Trim Work:

Trim, including baseboards, crowns, casings, window moldings, etc. are not included unless specifically mentioned in our quotation. When installing our built-ins where there is existing baseboard, we will typically cut the baseboard to suit the cabinetry. If the baseboard is not currently installed, we recommend that it be installed by others after our cabinetry, or the piece which abuts our millwork left loose so we can remove it for the trim carpenter to re-install around our cabinetry after we are done. Crown moulding around the room and above our millwork is not included— even when it is in the drawings— unless specifically mentioned in our quote. LP will not be providing caulking as wood moulding will typically crack over time.

Time and Material:

Additional work authorized by the client as “time and material” will be charged appropriately. All material used and all time spent on the job including travel time will be charged at our shop rate (\$75/hr.). If the client has a budget they are attempting to adhere to, this should be brought to our attention ahead of time

