

potvin
KITCHENS & CABINETRY

AFTER CONTRACT SIGNING PROCEDURES

From Production Scheduling to Final Installation and Beyond

This guide walks you through the procedures that follow contract signing — from production scheduling and site preparation through to delivery, installation, care, and final payment. Our goal is to make this experience as clear and smooth as possible for you.

After Contract Signing

Confirmation of Delivery & Installation Dates

Our project coordinator will contact you within 1–3 weeks of contract sign-off to propose delivery and installation dates that align with your project schedule.

- Last-minute rescheduling may result in significant delays, as our schedule operates on an 8–12 week projection.
- The next available date after a reschedule may be weeks away — please plan accordingly.

Production Timeframe

The fabrication of your new cabinets takes 8 to 12 weeks from the time all required specifications are approved and production is confirmed. This timeframe depends on material selection, project size, and complexity.

- Use this time to complete any required site modifications (walls, plumbing, electrical, etc.).
- All site modifications must be completed prior to cabinet delivery.
- Refer to Section 3 for a full list of site preparation requirements.

Pre-Delivery Inspection (PDI)

Our project coordinator will schedule a pre-delivery inspection approximately 3 weeks before the delivery date. Our installation supervisor will:

- Verify site dimensions to confirm accuracy.
- Confirm the accuracy of plumbing, electrical, and mechanical set up.
- Review delivery access and designated installation areas.
- Review the designated area for cutting tools (table saw, miter saw).
- Walk through the installation process and answer any questions.

Site Preparation

Work Not Included in Our Scope

Due to liability, our delivery and installation scope does not include the following:

- Demolition and reconstruction of walls and partitions.
- Removal and disposal of existing cabinets.
- Relocation of personal belongings or furniture.
- Disconnection and/or relocation of any appliances.
- Plumbing, electrical, and/or mechanical work.
- Any work related to flooring, tiling, walls, or ceilings.

You may require the assistance of a third-party general contractor to help with site modifications. It is crucial that all modifications are completed according to the dimensions and appliance locations outlined on your approved cabinet plan.

Site Readiness Checklist

Before our crew arrives, please ensure the following:

- All old cabinets, countertops, and materials have been removed.
- Temporary sinks, cabinets, and appliances have been removed.
- A clear, unobstructed path is available from the delivery truck to the installation area.
- For winter projects: snow is cleared and pathways are salted for crew safety.
- For condo apartments: elevator access and delivery protocols are arranged with the condo board.

Floor Protection

Floor protection is the sole responsibility of the client and must be installed prior to delivery. Potvin will not be held responsible for any damages if inadequate protection is present. Recommended materials:

- Heavy-duty floor covering (e.g., Ram Board).
- Plywood sheets for high-traffic areas.
- Carpet protection film for carpeted areas.

Designated Areas

Please ensure the following spaces are available and prepared:

- A staging area directly adjacent to the installation zone for cabinet boxes to be stacked.
- A sheltered cutting area (indoor or covered) for table saw and miter saw setup.

Delivery & Installation

Delivery Day

Cabinet delivery always precedes installation by one day, ensuring installers can begin promptly the following morning. The delivery team will:

- Transport all cabinet boxes from the truck to the designated staging area.
- Stack all packing and shipping materials (cardboard, plastic wrap) neatly in the garage for recycling day.

Installation Day

Our installers arrive on site between 7–8 AM. Key points:

- Smaller kitchen or vanity installations can typically be completed in one day.
- Larger or more complex projects may require multiple days.
- A sheltered cutting workspace near the installation area is required.
- For condo apartments, the client is responsible for compliance with condo guidelines, elevator access, and permitted hours of operation.
- Clients are welcome to review the work at the end of each day; however, we ask that they avoid interrupting the installers while work is in progress. This helps ensure installation timelines are respected and reduces the risk of errors caused by distractions.
- Disrespectful, rude, condescending, belligerent, hostile, or aggressive behavior toward any member of the Potvin Construction team will not be tolerated. If respect and safety are not maintained on site, our team may leave and the installation may be delayed or rescheduled.
- Construction Area: Your project area will be treated as an active construction site during installation. Some dust, tools, packaging, and materials should be expected.
- Dust & Cleaning: Some work must be completed inside the home. Our installers use dust collectors where possible and will vacuum and clean the work area when finished. Additional cleaning will be required.
- Safety Footwear: For Health & Safety reasons, installers are required to wear safety boots at all times and cannot remove them inside the home.

Number of Site Visits

The full process typically involves 6–8 site visits, including:

- Pre-delivery inspection (PDI).
- Cabinet delivery.
- Cabinet installation.
- Stone countertop templating.
- Stone countertop installation.
- Follow-up inspections or service calls to address any deficiencies.

Wall & Surface Damage

Given the weight and size of cabinets and countertops, minor scratches or dents on walls may occur despite our staff taking every precaution. Paint touch-ups and minor wall repairs may be required after installation as part of the normal construction process. Any necessary repairs will be at the client's responsibility, including any associated cost.

Stone Countertops

Templating & Production

Stone countertops are templated (site measured) 1–3 days after cabinet installation. Our supplier will contact you directly to coordinate.

- Post-formed laminate countertops are shipped and installed with the cabinets.
- Stone countertop production may take up to 10 business days after templating.
- If your sink and faucet are not supplied through Potvin, they must be on-site on the day of templating.
- Sink adhesion requires 24 hours to set before plumbing connections can be completed.
- All remaining plumbing work is the client's responsibility.

Natural Stone Variations

Natural stone features inherent variations in colour, pattern, and texture. The final product may differ from the small sample selected. Additional notes:

- Clients may arrange a slab viewing prior to production and are responsible for coordinating this directly with the fabricator.
- Additional seams may be required to accommodate space constraints and safe handling.
- While every effort is made to align veining for a cohesive look, an exact match cannot be guaranteed.

Post-Installation

Installation Inspection

Our project coordinator will schedule an installation inspection with you within a few days of the installation being completed. During this visit:

- Our team will review the installation for any deficiencies (e.g., scratched or warped doors, defective hardware).
- Our service coordinator will notify you by email with tentative service dates to address any required adjustments. The services should be completed within 8 weeks following the installation.

- All follow-up visits are conducted during standard hours of operation. Potvin is not responsible for any time taken off work by clients.

Note : Acceptable tolerance: up to 3 mm; visible defects must be noticeable from 1 m away while standing.

Caulking Maintenance

Caulking around cabinets may crack over time following initial installation. Ongoing caulking maintenance is the responsibility of the client. Common causes include:

- **Curing time and paint adhesion:** Caulking that dries before fully curing may cause applied paint or primer to crack.
- **House settling:** Newly built homes may take months or years to settle, leading to expansion, contraction, and caulking cracks.
- **Temperature changes:** Extreme Canadian weather fluctuations (–30°C to +30°C) cause seasonal structural shift cycles that affect caulking stability.

Caring for Your Cabinets

Treat your cabinets as you would fine furniture and they will reward you with lasting beauty and functionality.

- **Regular cleaning:** Wipe with a damp soft cloth and dry immediately. Thermoplastic, polyester, or melamine doors can be cleaned with mild soap and water.
- **Avoid harsh products:** Do not use detergents, strong soaps, abrasive cleaners, or self-polishing waxes.
- **Maintain proper humidity:** Use a humidifier to prevent excessive expansion and contraction. Humidity levels should be maintained between 35% and 55%.

For full care instructions and warranty details, visit: www.potvinkitchens.com

Payment Schedule & Methods

All payments are due according to the installment schedule outlined below. Please ensure each payment is made by the applicable milestone to avoid delays to your project schedule.

Installment Breakdown

- **At Contract Signing — 25%:** A deposit of 25% of the total project value is due upon signing the contract. This confirms your order and secures your production slot.
- **Week before Delivery — 60%:** A payment of 60% of the total project value is due by the end of the week before the cabinet delivery. This payment must be received no later than 2 days prior to the day of delivery so proper scheduling can be done.

- **Upon Completion — 15%:** The final balance of 15% of the total project value is due upon completion of the installation.

Exception: The client may hold back up to 2% of the total project value at the time of final payment if minor items remain outstanding (e.g., a missing part or a small deficiency awaiting resolution). This holdback is to be released in full once all outstanding items have been addressed and completed to satisfaction.

Accepted Payment Methods

We accept the following forms of payment:

- **Cash**
- **Cheque** (made payable to A. Potvin Construction)
- **Interac e-Transfer** (customerpayment@potvinconst.com)
- **Credit Card** (Visa and Mastercard accepted with Nuvei Merchant System)

Client Acknowledgement

By signing below, I acknowledge that I have thoroughly reviewed this document and fully understand the various steps and respective responsibilities associated with the design, delivery, and installation of my new cabinets.

_____ _____

Client Signature *Date*