



How We Work

1. Preliminary Planning and Gathering Ideas

Welcome to Downeast Kitchens! Our experienced design team looks forward to starting this exciting journey to a new kitchen with you. You'll want to start with ideas and gathering some basic information. Print out and complete our Kitchen Planning Guide [link] to get you headed in the right direction. You'll also want to go through books, magazines and the internet to compile ideas of what you want and need. Feel free to visit our showroom to browse our displays to help you visualize your dreams [link to hours and location]. You will also need to take some basic measurements of your space. Helpful hints on measuring can be found in the Planning Guide, or if you are having trouble, feel free to contact us [link] and we'll make the process quick and simple.

2. Showroom Tour and Design Consultation

Once you have gathered the basic planning tools (measurements and ideas) we invite you to make an appointment to visit our showroom and discuss your individual project. Our experienced team [link to who we are page] will gladly give you a tour of the showroom and expand the possibilities by introducing you to our many quality product lines.

When you are ready, you and your designer can meet one on one and discuss your ideas and requirements. Here we try to get an idea not only of the practical elements of your new kitchen, but who you are and how you live. Our relationships with our clients allow us to provide the best possible space and design solutions for years of happy living.

3. Preliminary Design Presentation and Estimate

After your initial meeting, your Downeast designer gets to work. He/she will take all the information gathered from your consultation and work it into a preliminary design. We will contact you in a timely fashion and present you with conceptual drawings and an initial estimate. We welcome you to return and discuss this design or we will accommodate your lifestyle by communicating via mail, email, phone or fax. This step provides the jumping off point – it allows us as a team to begin a dialogue that will lead to the successful completion of your new project.

4. Project Detail Refinement

Now the fun starts! Ideas and projects are constantly fluctuating up until the last minute. This valuable step allows us to refine the project design until it is just perfect. Here is where we add and subtract elements to create the perfect look, layout and price for you. We will continually provide computer generated renderings to help you visualize the revisions we are making. This is also an opportunity to add luxuries that make the space distinctively yours. Choices of molding, wood species, color choices, hardware and

cabinet accessories are all decided upon. We work with you to help create a harmonious scheme while managing the practical side of kitchen design like proper space flow and functionality as well. Throughout this step we encourage continuing communication with your designer so the final design is a reflection of your dream brought to life with our knowledge.

5. Sales Agreement and Deposit

The design is finally where you want it. Now it's time to make it happen. To ensure we have all the particulars just right, your Downeast designer will draw up a Sales Agreement outlining the elements of your project that you've agreed upon. He/she will provide a drawing showing the final cabinet layout, while the agreement itself will contain important details such as cabinet brand, door style, color choices, hardware and countertop as well as a final price and when you can expect your new kitchen to arrive. You'll want to look over this form very carefully before signing as it is what your designer will use to place your orders. It may be helpful to have your installer look over the details as well. Once you have signed the agreement, we require a deposit with the remaining balance due upon delivery. If your contractor is working with Downeast and will be charging the project to an account, we'll need his/her signature on the agreement authorizing the job.

6. Ordering Materials

Upon receipt of the signed Sales Agreement and deposit, your designer will begin putting together the orders of the products that make up your unique project. Before the orders are submitted we will visit the jobsite to verify measurements to ensure an accurate fit. At this point your designer will also provide you or your contractor with measured drawings for the installation of your project.

Once the orders have been placed they are acknowledged by our suppliers and checked again for accuracy by your designer. We also follow the progress of your order to keep abreast of any unforeseen issues that may occur. If you ever have a question about your orders you are encouraged to contact your designer directly and we will get you the information you need as quickly as possible. [[link to FAQ "How long will my order take?"](#)]

7. Final Details

Our organized, friendly Shipping and Receiving Department [[link](#)] manages the receipt of all your products and materials. They communicate with your designer so the whole team is involved in your project once it arrives. We will store your products until you are ready to receive them and as always, delivery to your job site is fast, friendly and free of charge. Throughout, your designer remains part of your project, answering questions you or your installer may have regarding products, design or installation. You'll also deal directly with your designer should any problem arise.

Lastly, we welcome you home and with a hearty handshake, say "Thank you," for allowing us to help you create a space we feel confident you will love for years to come. And we look forward to working with you on future projects!