



Customer Policy Information

Job Confirmations: After Customer receives verbal or written notice from DDN Interior Supply, Inc. [DDN] indicating a scheduled measure, delivery, repair, or install date, it is the sole responsibility of Customer to communicate schedule changes or cancellations to DDN prior to a scheduled site visit. DDN will send out an email to the job contact on file one (1) business day prior to a scheduled site visit as a courtesy reminder. If DDN does not hear back, either by phone or email, it is assumed by both parties that the scheduled event will take place.

Trip Fees: If DDN personnel arrives at Customer's job site and cannot complete scheduled work through no fault of DDN, Customer will receive the next available site visit date and trip fees will be applied to the job invoice. Examples of this type of job interference include, but are not limited to; Refusal or lack of access, other trades impeding on the work area, and work area not being ready for measurements, delivery, or install. See 'Customer Responsibilities' for more information below. Trip Fees will be applied to invoices in the following manner. These fees are without prejudice to any party, and are calculated by the costs associated with forfeited labor and lost revenue slots on DDN's schedule:

- First Time Offenders:
 - Will receive a one-time courtesy warning email from DDN staff.
- Second Time and Beyond Offenders:
 - Measures Not Ready: \$150
 - Deliveries or Installs Not Ready: \$400

Estimates: Customer will receive a final estimate for each and every job, including individual units or homes, prior to any delivery or installation event taking place. Final estimates for currently scheduled jobs will be emailed to the job contact on file one (1) business day following a measurement site visit. For all *New* Customers or jobs, a signed estimate or email approval response must be returned to DDN in order to proceed with scheduling any fabrication, delivery, or installation. *Existing* Customers may choose to schedule delivery or installation dates prior to receiving estimates with the understanding and agreeance of the following; Any price, line item, or quantity discrepancies discovered by Customer after final estimate review must be brought to DDN's attention prior to any build or fabrication taking place in order to avoid schedule delays, re-fabrication fees, additional material fees, and other conflicts. Regardless, by scheduling a delivery or installation event, Customer agrees to pay DDN based on final estimate received.

Job Changes and Cancellations: If Customer would like to make scope changes or cancel a job with DDN, Customer must notify DDN prior to any build or fabrication taking place. DDN's cabinet or countertop turnaround time may be as quick as 3 business days, so it is imperative Customer notifies DDN of any changes or cancellations as quickly as possible. If changes or cancellations are requested from Customer *after* any build or fabrication has taken place, Customer is fiscally responsible for any and all materials wasted and labor utilized. Delivery and install will not be charged to Customer if changes or cancellations are requested prior to delivery of materials to the job site.

Unit Style Billing: To simplify estimating and invoicing, DDN may create a Unit Style estimate for each unit type at any given property (3x2, 2x2, 2x1, etc.) in order to set a price standard for each Unit Style. Customer must provide DDN with Unit Style information at time of scheduling in order to receive this price standard option. If, however, DDN completes its measurement process and discovers that additional cabinets/trim are necessary to complete a scheduled Unit Style job, or 4 square feet or more of additional countertop material is required, the final estimate and/or invoice will differ from the Unit Style estimate originally received. Furthermore, DDN may need to increase material and labor square foot pricing in the future due to economic circumstances, and reserves the right to do so at any point.

Invoicing and Payments: All Multifamily Customer or Contractor Customer payments are due on a **net-30 basis**, or 30 days from the date shown on the invoice. Outstanding balances over 30 days may be subject to a 7% late fee. This fee is without prejudice to any other remedies available under the law. Once DDN has completed a job, an invoice with the date that work or services were provided will be emailed or submitted via the preferred invoicing method to the customer on file. All Residential Customer payments are due 100% in full up-front and prior to any services being provided by DDN. Contact DDN for more information.

Stock and Inventory: DDN does its absolute best to maintain adequate stock of each material, however, occasionally materials may become out of stock due to many different factors. Unless Customer has paid up-front for materials, DDN is under no obligation to substitute customer with a higher-cost countertop material or additional cabinets at a discount until stock has been replenished.

Customer Responsibilities and Awareness:

Countertops

- Existing countertops or cabinetry must be completely cleared off in order to obtain countertop measurements. DDN will not move or remove large items from the work space.
- DDN may not be able to measure or install countertops if other trades are working in the area (paint, flooring, etc.) and DDN may choose to charge Customer trip fees or other similar fees if work cannot be completed.
- Customer's cabinets, supports, and panels must be completely installed and secured in order for DDN to obtain countertop measurements. DDN will not secure or modify any customer-provided cabinetry, trim, or supports.
- If sinks are supplied by Customer, DDN will fabricate and polish sink cutouts in its fabrication facility and install undermount sinks at time of countertop install. DDN will not install drop-in or farm sinks. Customer sinks must be on-site at time of measure and install. Sinks may also be dropped off at a DDN location ahead of time, which is preferred. DDN will need the physical sink in order to make an accurate cutout template. If Customer is utilizing a farm sink, it needs to be placed where it will be installed at time of template.

Cabinets

- Existing cabinetry area must be completely cleared off in order to obtain precise cabinet measurements. DDN will not move or remove large items from the work space.
- DDN may not be able to measure or install cabinets if other trades are working in the area (paint, flooring, etc.) and DDN may choose to charge Customer trip fees or other similar fees if work cannot be completed.
- Customer is aware cabinet layouts are subject to change depending on current material stock.
- DDN does not fabricate/build custom cabinets. DDN will only make cabinet modifications as needed in order to accommodate unique circumstances such as; Angled walls, height adjustments, etc. Cabinet modifications or custom work will be accepted or rejected by DDN on a case-by-case basis. Additional fees may apply.
- DDN does not typically provide floor trim for cabinets. Customer may request floor trim for an additional fee.
- Customer's preference regarding installation methods or trim work must be communicated to DDN prior to installation, and preferences are subject to approval or rejection by DDN.
- The undersides of DDN upper cabinets are unfinished. For an additional fee, Customer can request that the undersides of the upper cabinets be covered/finished. This must be communicated prior to installation.
- DDN will not secure or modify any Customer-provided cabinetry, trim, or supports.
- Additions to scope requested by the customer are subject to additional material and labor costs, trip fees, and minimum job fees. Customer is responsible for any re-fabrication fees and/or additional material costs if customer requests changes to scope post-fabrication.

Miscellaneous

- DDN will not disconnect or re-connect any plumbing fixtures. Plumbing must be disconnected prior to DDN's arrival on-site for cabinet or countertop demo and/or install.
- DDN provides *construction* services. While DDN crews will do everything in their power to eliminate damage, demolition of customer's existing cabinets or countertops and installation of new cabinets or countertops may generate damage to surrounding walls. DDN will not be held responsible for fixing or painting walls. DDN crews will also do everything in their power to eliminate dust created by the construction services, but Customer is aware that a professional final cleaning should always be scheduled after DDN's work is fully completed.
- Customer is responsible for removing any items from work areas that they do not wish to become dirty or damaged.
- DDN workers need unrestricted access to the work areas. This includes trouble-free entry, exit, and re-entry into the residence.
- Children and pets must be outside of the work areas at all times.

Inspection of Finished Product: Customer must notify DDN of any material or installation issues within 48 hours of materials being installed, with the understanding that glue requires a minimum of 24 hours to dry.

Labor Warranty: DDN offers a 1 year warranty on all fabrication and installation labor. If, before the 1 year period is up, Customer's cabinets, countertops, or sinks become damaged or fail, and it was determined to have been due to faulty fabrication or installation methods, DDN will replace damaged materials at no additional cost. This warranty does not cover: Materials that have been improperly used or maintained, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, damage from improper care and maintenance, chips, impact damage, surface scratches, or adhesive and caulk cracking/separation.