



Toronto licensed building renovator



Insured and bonded



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#### Accreditations:

Better Business Bureau:

<http://www.bbb.org/kitchener/business-reviews/kitchen-and-bath-design-and-remodeling/ts-kitchen-projects-in-toronto-on-1233903>

Preferred installer of ROYAL LePAGE:

<http://richview.homemove.biz/>

#### TS KITCHEN PROJECTS INSTALLATION GUIDE

To date we installed over 1200 IKEA and semi-custom kitchens. Services we provide include initial site measurements, consultation and design, full kitchen Reno, assembly and installation of cabinets including skillful custom work where needed, and follow up services for missing or damaged items.

#### Pricing

We charge by the size of the job and the scope of the work. This means we use a basic assembly and installation rate charged per cabinet, plus (if applicable) any additional custom work charges.

Upon acceptance of the quote, we will require a 10% deposit to secure the installation date, 40% on the first installation date and the remainder of 50% will be due upon the completion of the installation.

#### FYI

Kitchen Designer Average Cost:

The industry standard for beginning-to-end kitchen design consultation is 10% of the total project cost. For example, if your new kitchen costs \$30,000, the design fee would be \$3,000.

For redesigns costing more than \$100,000, the rate might drop to 8 percent. For less-pricey redesigns (\$10,000 to \$20,000), a designer may charge a minimum fee of \$1,500 to \$3,000.

You could be charged by the hour at \$100 to \$200 per hour depending on the designer's experience, reputation, and the local market. Basic kitchen material and layout advice could cost as little as \$100 to \$750 at your local Home Depot or kitchen retailer/showroom.

#### OUR fees :

. We can do an initial onsite FREE quote (30 minutes). We will measure the kitchen and at the end of the meeting we will provide a free estimate that includes the price for the Ikea cabinetry and installation costs for a kitchen that is similar in size and layout to your existing one.

**Note:** The 30 minutes meeting is NOT a consultation.

. Consultation fee is \$60 +HST/hour. (Prorated \$6/10 min)

If you hire us to design your kitchen, first hour consultation fee is deducted from the design fee. (See below)

Kitchen design includes:

- Unlimited iterations
- Floor plan
- Elevations
- 3D renderings.
- Purchasing list

Kitchen design fee is \$400 +HST (includes 1 Hour consultation)

- . After we received the payment, expect your first layout draft in 72 Hours.
- . Subsequent design change requests provided within 24 Hours.

Design fee is not refundable and in no way deductible from additional costs paid to us or IKEA.

. Customer must have the appliances selected prior to our start of work on the design as this is a critical component in creating a layout. If you do not know what kind of appliances you want, these can be discussed at the initial consultation

. Once design is final, we will submit an installation estimate to you for approval.

. Installation date is based on your preferred date, our availability and the arrival of your IKEA products.

. The only time a client will need to deal with IKEA is when they place the order directly in the store and to arrange delivery of their kitchen pieces.

. We can also order, purchase and arrange for delivery for your kitchen on your behalf at IKEA for \$200 + HST. Payment for the purchase has to be made upfront.

. You can make payment by certified cheque, Interac e-transfer, credit card (+ 3% fee), payable to TS Kitchen Projects.

BEFORE INSTALLATION

If we are removing existing cabinets, all cabinets are to be cleared of household materials prior to the arrival of our team.

All kitchen parts including appliances should be on site prior to the arrival of our team.

Installations are scheduled to begin at 9 am unless the client made other arrangements at the time of booking the appointment.

Your kitchen will arrive in flat boxes. The boxes need to be in or adjacent to the kitchen on the same floor prior to the arrival of our team. We will not carry or move boxes and/or any appliances from the garage or basement to the kitchen on a different floor.

DURING INSTALLATION

The client should be present at the start of the installation to admit installers to the site, ask any questions they wish, provide any needed information to the installers and provide the down payment. The client will need to be present again at the end of installation to provide final payment for installation services.

AFTER INSTALLATION

This is a time for you to look over the work and see if there are any deficiencies or issues to report.

We are a separate company from IKEA, and we cannot track your items for you. There are people employed at IKEA specifically for working with you to resolve such issues. Once you have received word from IKEA that your deficient pieces will be delivered, please contact us to arrange a time for completion.

If there is more work to be done by other trades after we have finished installation, it is important that you ensure the work is done in a way which respects the labor we have put into the space. If, for example, a flooring installer removes toe kicks, it is not our responsibility to re-install them. The main scope of our job covers initial installation and any resolution of deficiencies.

Items to note:

. Additional costs (ex. Demo, plumbing, electrical, wall repairs, and tiling) are quoted as needed.

. We install only IKEA countertops ("Numerar", "Pragel", and "Pronomen") or custom laminate countertops. Any other countertop is measured and installed by the company which specializes in the given countertop product. (Granite, Quartz, Handstone)

. Appliance prices are for installation only, and do not include hook-up.

. There is a travel charge for sites outside of our service radius

. Appliances need to be on site at the time of installation. Fixtures need to be on site (especially if we are installing countertop).

. All necessary materials need to be present on site at the start of installation. Failure to supply materials or any other necessary information will result in a \$250 + HST service charge if resolutions cannot be reached during the time allotted for the installation and a return trip is needed to complete the install.

. The client needs to check that all aspects of a job have been quoted.

Late cancellation of an installation appointment (i.e. less than 7 days notice as per terms listed below): \$500 plus HST.

. Purchase of cabinets (and countertops, if applicable) is done through IKEA. We are paid separately by you, the client, only for the installation of these products (as well as any other services we are performing such as tearing out old cabinets, etc.).

If a client needs to change an installation date (due to delay in product arrival and/or renovation etc.), the client must speak with us at least five (5) business days prior to the scheduled date.

. When we are providing demolition services for floor or backsplash tiles, the client should be aware that we cannot guarantee the condition of surfaces following tile removal. The degree of damage depends on the types of adhesives used, the age of the adhesives, proximity to heat, and the condition and material of the surface the tiles are adhered to at original tile installation. Therefore, the client is responsible for costs of any repairs made necessary by the removal of their tiles or old cabinets and any repairs and/or electrical, plumbing, painting flooring etc. have to be finalized before the installation date.

**Acknowledgment points:**

Prior to the date set for a kitchen installation, we ask the clients sign, date, and return the "Acknowledgment form" to ensure they are aware of all of their responsibilities and what they can expect to encounter during the entire process of re- doing their kitchen. These are the points we ask clients to sign off on:

**Acknowledgment form**

By signing this form, I am agreeing to the terms set forth in the form, and acknowledging comprehension of the information in the Brochure. The estimate can be amended up to and including install day, and signing this form does not guarantee a price for my installation services.

The purchase of my cabinets (and countertops, if applicable) will be done through IKEA. TS Kitchen Projects is paid separately by me, the Client, for the installation of these products.

If I, the Client, need to change an installation date (due to cancellation, delay in product arrival, etc.), I need to speak with someone at TS Kitchen Projects at least five (5) business days prior to the scheduled date. Failure to do so will result in a \$250.00 plus HST charge payable to TS Kitchen Projects.

If my installation cannot go forward or be completed on the original date(s) scheduled due to a failure on my part to provide parts or appliances, a service charge of \$250.00 plus HST/occurrence will be charged upon TS Kitchen Projects return to complete the installation. To avoid this, I, the Client, must ensure I have all appliances on site, and materials needed for installation present upon the arrival of the installation team.

For liability reasons, TS Kitchen Projects installers are not responsible for moving the products, appliances and/or furniture or other non related objects from or to the kitchen area. The kitchen articles will be available to the installers in either the kitchen or an area adjacent to the kitchen prior to the installation start time.

After the installation is complete I, the Client, have up to three (3) months to have drawers and doors adjusted at no charge. The warranty on installation is 2 years in workmanship and installation and 1 Year in doors and drawers adjustments which is valid as long as our installers completed entire assembly of the kitchen cabinets.

I have read and understand the **TS KITCHEN PROJECTS INSTALLATION GUIDE** and all other information provided to me by TS Kitchen Projects.

I agree to the terms of payment (as outlined in above) and on my Quote. TS Kitchen Projects will hold me, the Client, to the terms of payment, and reserve the right to seek outside aid in obtaining my payment should I violate said terms. This can include, but is not limited to, releasing my information to a professional agency that specializes in settling overdue accounts.

Address:

Phone:

Email:

Name:

Date:

Signature:

**FAQ:**

**Q: WHEN SHOULD I BOOK MY INSTALLATION DATE?**

**A:** If your kitchen is in stock there will be a "delivery date" noted on your file from IKEA. This date is actually when your cabinets are expected to arrive to your site. You can book the installation date on the next day after delivery occurred.

**Q: DO MY APPLIANCES NEED TO BE ON SITE DURING MY CABINET INSTALLATION?**

**A:** We cannot emphasize enough having your appliances on site during cabinet installation. If this is not possible we require the manufacturer's specifications. Situations when you will absolutely need to have appliances on site are if we are doing built-in work for an appliance (ex. oven or microwave into a pantry cabinet), or if you want us to install an appliance (ex. hood fan). Failure to supply these appliances at the original installation appointment will result in a \$250 plus HST service charge being added to the labor cost for the return trip. See "WHAT ABOUT COUNTERTOPS?" for additional information.

**Q: DO YOU HAVE A WAIT LIST?**

**A:** Yes. We can always place you on the Wait List, and have got success of fitting jobs in earlier. You are welcome to check back with us regarding an earlier date, but we will contact you as soon as anything opens up.

**Q: DO YOU PROVIDE TEAR OUT SERVICES?**

**A:** Yes, we do provide Demolition and Disposal services. If a job is small, and we don't have another tear out booked on the day that installation is going ahead, we can usually tear out on the same day as the kitchen installation. If the job is mid-sized to larger, we will schedule a tear out for you according to our scheduling, as well as your own timeline (i.e. if you need to complete other work in between tear out and cabinet installation, we can allow for that when scheduling).

**Q: IS MY TEAR OUT COST INCLUDED IN MY INSTALLATION COST?**

**A:** Tear out cost is not included in installation costs, as not all clients require demolition services. The quote you receive is itemized and you will see the cost for demolition separated out, just like all other charges for your job.

**Q: WHAT TIME DO YOUR CREWS ARRIVE FOR TEAR OUT APPOINTMENTS?**

**A:** All Tear Out and Installation appointments are scheduled for 9am unless otherwise specified at the time of booking.

**Q: DO YOU DELIVER MY CABINETS?**

**A:** No. We do not deliver your cabinets, or any other product you have purchased from IKEA. Delivery is something you arrange with IKEA at the time you purchase your cabinets.

**Q: WHAT ABOUT COUNTERTOPS?**

**A:** Measurements for custom countertops need to be taken after the cabinets have been installed. Never order a countertop with your kitchen. Custom countertops can take up to 2 weeks to be installed following the measurement. If you have a cook-top or a slide-in range those appliances must be on site at the time the cabinets are being measured for countertop fitting. The sink and faucet must also be on site at this time. If we are installing your countertops ("Numerar", "Pragel", and "Pronomen") all of these items must be on site at the original cabinet installation date. Be aware that "standard" IKEA countertops might not fit properly (little or no overhang, big gaps towards the back walls) if the room is not perfectly square (and most of the time is not). If you decide to order the standard countertops or any other countertop from a different company (e.g. Home depot) especially a countertop with a built-in backsplash you have the sole responsibility for any extra work needed to compensate for those deficiencies. In this case we also reserve the right not to install the countertop and you will be reimbursed for it.

**Q: DOES YOUR INSTALLATION PRICE INCLUDE DELIVERY?**

**A:** No. We do not include delivery in our prices, as we do not deliver.

**Q: WHAT DO YOU CHARGE IF I HAVE ASSEMBLED MY CABINETS MYSELF, AND ONLY NEED THEM INSTALLED?**

**A:** We offer a \$7/cabinet assembly. However, assembling cabinets on your own doesn't always save us time or you money. Sometimes, clients have assembled their cabinets incorrectly, and this leads to more work for us to correct issues and charge you more (e.g. disassemble and reassemble) before the installation can move forward.

**Q: DO YOU TAKE AWAY THE CARDBOARD MY CABINETS CAME IN?**

**A:** We do not remove the cardboard from your site (unless disposal is paid for). Our crews arrive in vehicles that carry their tools and they do not make trips to the dump following installations. The cardboard is a part of your purchase and you can keep it for projects around the house or dispose of it (recycle)

**Q: WHEN SHOULD I INSTALL MY NEW FLOORING?**

**A:** This depends on the kind of floor you are installing. You should always check with the manufacturer of your floor for all installation requirements and procedures. For tile and other less porous floor materials you are usually safe to lay the floor either before or after the cabinets. A couple points to note: 1) the legs on IKEA cabinets are adjustable so if there are different layers/heights/levels to the floor this can be accommodated for during installation. 2) You will want to make sure you have floor under appliances that slide in and out of place. 3) It is always more difficult to install any kind of floor after the cabinets are installed: you have to follow around legs, panels that are going all the way to the ground etc. Finally is a big question of esthetics...

**Q: WHAT IS THE SCOPE OF WORK COVERED WITHIN THE DESCRIPTIONS ON MY ESTIMATE SHEET?**

**A:**

**BASIC ASSEMBLY & INSTALLATION (\$100/CABINET)**

The assembly and installation of all upper and lower cabinets which are mounting directly to a wall or assembly and installation of base cabinets, leveling, including doors, hinges, drawer fronts, drawer boxes, drawer slides, shelves and hardware (i.e. handles and knobs).

**EXTRA CHARGES:**

**STACKED WALL CABINETS**

In the case of cabinets being mounted one on top of the other (like with multiple horizontal wall cabinets); there is a charge for each additional cabinet placed over another or back to back for islands.

**CUSTOM TOP FILLERS**

Ceilings are often out of level. We can create custom fillers to close the gap between the top of a cabinet and the ceiling. This filler is sealed at the ceiling. Minimum space for a filler is ½ ". If ceiling is "crooked" than the filler is going to look the same unless you check the ceiling for levelness and fix it at your own expense before the actual install. The same applies to fillers against the wall (for vertical cabinets). The further the cabinet is from the wall (or ceiling) the less the unevenness visible.

**CUSTOM TOE KICKS**

If you want your cabinets lowered we can cut the toe kicks to accommodate the lowered height. Conversely, if you want your base cabinets to be raised in height with toe kicks on the bottom we can create toe kicks from panels that you've purchased for taller kicks.

**CUSTOM PANELS - WALL CAB TOP/WALL CAB BOTTOM-FRIDGE AND ISLAND PANELS**

If you want your wall cabinets to be "framed" with panels we can apply those to the cabinets provided they have been supplied by the client through their purchase at IKEA at an extra charge.

**CABINET WIDTH, DEPTH OR HEIGHT**

When cabinets need to be modified in width, depth, or in height.

**BUILD OUT CABINET**

We are often asked to build out cabinets for various reasons including making a fridge cabinet flush with the front of the fridge box.

**HIGHRISE/CONDO FEE**

When demolishing and disposing of your old cabinets, we add a fee for sites that are not at ground level. This fee is quite standard for any company delivering pieces UP TO a suite. We charge it because it takes more time for us to haul everything away and also because we have to be so careful when moving pieces through hallways and elevators.

**MICROWAVE/HOOD FAN COMBO**

Installation of any appliances or fixtures does not include electrical, venting or rerouting vents or plumbing work which may need to be done in preparation for the install.

**NOTE!!** : Any Microwave or free standing (not attached to the cabinet) vent hood needs a minimum of one stud or two studs respectively for the installation as required by the manufacturer's appliance installation instructions. If there are no studs in the needed areas you have to make sure the proper reinforcements are made prior to installation as per your layout design and/or our suggestion. Failure to provide proper reinforcements will lead to manufacturer's appliance void of warranty and we also reserve the right not to install the appliance and you will be reimbursed for it. Same is valid for walls without sufficient structural support for the installation of the rail supporting the upper cabinets.

**SINK, FAUCET, DISHWASHER HOOK-UP**

If client requires plumbing hook ups or plumbing rerouting before kitchen installation we can coordinate with a plumber on your behalf or directly provide contact information to you.

**TRAVEL COSTS**

There is a travel charge for sites outside of our service radius, to cover gas, commute or hotel accommodations.

**PHEW !**

