

## **Our Process:**

### Initial Project Meeting

Set an appointment to visit our showroom and meet with a Designer. We ask that you provide approximate measurements, a blueprint, or sketch of the space to help understand your project fully. At this meeting we will guide you through available options and discuss how you plan to use the space as well as make recommendations for improved functionality and/or aesthetics.

### Preliminary Proposal

Using the information gathered, we will prepare a proposal outlining all of the selections and email it to you. Pricing for each product and/or service applicable is included in this document. Often, we will include a sophisticated 3D rendering with this proposal.

### Design Process

Questions and feedback are encouraged as we strive to create a custom space that works with your lifestyle. Your Designer will review the project measurements, materials, and services with you in depth.

### Field Measurement

If applicable, your Designer will schedule an on-site field measurement to ensure accuracy. For new construction, it is imperative that rough framing is complete prior to measure. (We often coordinate with Contractors to ensure scheduling aligns)

### Final Proposal

Once the perfect layout and finish selections are achieved, we ask that you sign the Final Design Proposal to indicate your approval. Down payment is required at this point to proceed with ordering.

### Production

The approved designs will be used to manufacture your cabinetry and/or countertops. Additional items (sinks, hardware, etc.) will be ordered and arrive at the ERC warehouse for safekeeping until delivery. A measure appointment for quartz or stone countertops will be scheduled at this time, if applicable.

### Delivery

All materials needed to complete your project will be delivered to the job site and placed in a ground floor location.

### OPTIONAL Installation

ERC can assist with hiring sub-contractors to professionally install your custom project per the exact specifications. Removal and/or disposal of existing materials is also available upon request.

### Project Completion

Your Designer will coordinate every aspect of the installation process with you to ensure your project is completed in the quickest, most professional manner possible. If issues arise, they will work to resolve it as seamlessly as possible. Remaining balance is due upon final delivery of all materials and/or installation of countertops.