

# MILLER'S CUSTOM CABINETS, INC. SIGNATURE SOLID SURFACE, INC.

Miller's: 816-630-2111      Signature: 816-630-5611  
Fax: 816-630-6866

## CUSTOMER BILLING AND SCHEDULE INFORMATION

### Step 1: DESIGN, DEPOSITS AND OVERAGES

- Your salesman will help you with the designing, bidding and all details of your project.
- You should expect same day or first thing the following business day returned phone calls.
- You will be required to sign off on a final estimate, final coversheet and initial all drawings.
- A 50% deposit (separate checks for Miller's and Signature) is required to put your job on the schedule (unless you are working with one of our contractors.) WE DO NOT ACCEPT CREDIT OR DEBIT CARDS.
- If you are working with one of our contractors and have overages, we will need to know if you are paying overages directly to us or if we should bill the contractor. Overages are due at this time.

### Step 2: SCHEDULING

- All job information (signed estimate, coversheets, initialed drawings, hardware and appliance information, etc.) is due a minimum of 3-4 weeks prior to production (longer on large jobs). If we do not have hardware information prior to your job going to production, there will be a \$5.00 charge per knob/handle for us to drill on-site.
- CJ Minton, Miller's General Manager, will call you to schedule cabinet installation.
- Kris Hayes, Signature's General Manager, will call you to schedule countertop templates and installation.
- If you are working with one of our contractors, they will take care of scheduling.

### Step 3: PAYMENT

- Once your cabinets or counters are installed, you (or the contractor) will be billed for the remaining balance due on the job.
- Invoices are payable upon receipt however we do allow a 30-day grace period from the installation date.
- Balances not paid within 60 days of install are subject to a lien being placed on the property and the collection process started. As stated on your estimate, if collection becomes necessary, you will be responsible for the 1-1/2% per month service charge as well as any other costs we incur in collecting the money owed to us.
- NOTICE TO OWNER: FAILURE OF THIS CONTRACTOR TO PAY THOSE PERSONS SUPPLYING MATERIAL OR SERVICES TO COMPLETE THIS CONTRACT CAN RESULT IN THE FILING OF A MECHANIC'S LIEN ON THE PROPERTY WHICH IS THE SUBJECT OF THIS CONTRACT PURSUANT TO CHAPTER 429, RSMO. TO AVOID THIS RESULT, YOU MAY ASK THIS CONTRACTOR FOR "LIEN WAIVERS" FROM ALL PERSONS SUPPLYING MATERIAL OR SERVICES FOR THE WORK DESCRIBED IN THIS CONTRACT. FAILURE TO SECURE LIEN WAIVERS MAY RESULT IN YOUR PAYING FOR LABOR AND MATERIAL TWICE.
- Miller's and Signature are two separate companies, so you will receive two separate invoices if we do both your cabinets and countertops. WE DO NOT ACCEPT CREDIT OR DEBIT CARDS.

### Step 4: INSPECTION

- After installation, please take the time to thoroughly inspect your cabinets and/or countertops to look for any issues or problems. Although we strive to not have any issues, it helps if we can take care of them in one trip. If you have any questions or issues, please contact the appropriate person below:
- Cabinets: David Pollard 816-630-2111
- Countertops: Kris Hayes 816-630-5611

#### **Step 5: HARDWARE**

- Cabinets are installed unfinished (no paint/stain), which requires an additional trip to your house to adjust doors and drawers, install hardware, and other convenience items after your painter has finished.
- You (or your contractor) will need to call CJ Minton or David Pollard to schedule hardware at least 2 weeks before you are ready.
- Hallie Ring will contact you the day prior to the scheduled date to confirm that you are ready for hardware.

#### **Step 6: REVIEW**

- If at any point you feel we have done an exceptional job which deserves praise or a poor job and you would like to discuss it with someone, please contact Danny Miller at any time to discuss the aspect of your project.
- Danny Miller, President – Office #: 816-630-2111, Email: [drm55900@gmail.com](mailto:drm55900@gmail.com)