

## Schuon Kitchens and Baths, Inc.

### Roswell Showroom:

292 South Atlanta Street, Suite A  
Roswell, GA 30075  
770-643-9000 phone  
770-643-0986 fax [hansschuon@skbi.com](mailto:hansschuon@skbi.com) email

### Atlanta Showroom:

659 Auburn Avenue, NE., Suite 126  
Atlanta, GA 30312  
678-705-4346 phone  
678-705-4348 fax [emilyrobbins@skbi.com](mailto:emilyrobbins@skbi.com) email

## \$1,000 Performance Guarantee

If we do not perform in a manner consistent with this Schuon Kitchens and Baths, Inc. performance guarantee, we will MAIL YOU A CHECK FOR \$1,000.00! Everyone promises to perform but so many companies in the kitchen and bath industry do not live up to their promises. Since 1993, we have been “doing it right the first time.” Schuon Kitchens and Baths, Inc. is so confident in our ability, we are putting our reputation on the line and backing it with \$1,000.00!

### **The Schuon Kitchens and Baths, Inc. performance guarantee to the retail public:**

We will deliver cabinetry within one week after the promised shipment from the cabinet manufacturer as stipulated in our letter thanking you for the job.

We will deliver within 24 hours of the requested date as provided by the homeowner's builder or remodeler. *Delivery notification is required a minimum 24 hours before expected delivery (total of 48 hours).*

We will begin the installation within 24 hours of the cabinet delivery unless instructed otherwise by the builder, remodeler or homeowner.

We will complete the typical kitchen or bath installation within 5-7 working days *with the following exceptions:*

- a) *the homeowner must have made all pertinent selections, such as cabinetry, countertops, hardware, accessories, etc., at the final drawing-design review/selection meeting*
- b) *job site conditions such as but not limited to incorrect walls, window/door locations, soffits, mechanical locations, flooring, etc. that are incorrect as stipulated on our layout and other site conditions outside of SKBI direct control that keep us from completing the project on schedule*
- c) *situations in which countertops must be installed before wall cabinets to counter can be installed*
- d) *serious illness or injury of the installer*
- e) *job is too large or complex to complete in 5-7 working days. SKBI will notify the homeowner in advance and provide the revised number of installation days.*
- f) *situations in which custom or special order materials must be purchased from a new, unproven outside vendor with whom we do not have an established track-record. The particular custom piece or pieces will not be included in the performance guarantee.*
- g) *some kitchen projects may be too large, complex or intricate to qualify for the SKBI guarantee. SKBI will notify the homeowner in advance of this non-qualifier for the guarantee.*
- h) *appliance panels and countertops not included*
- i) *cabinetry for other rooms in the house not included*

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We will install stone countertops within 1½ weeks of completion of cabinet installation.

We will complete the cabinetry installation (and countertop installation if applicable) within 5 weeks including any applicable punch work.

How we “do it right the first time” (stipulations and exceptions shown in italics):

- 1) We will provide professional kitchen and bath designs with accurate, detailed, clear, easy to read drawings that include required architectural changes, additions and modifications such as wall removals or additions, window and/or door changes.
- 2) We will provide to the homeowner’s builder or remodeler appliance mechanical specifications for all jobs *provided the homeowner has officially purchased all of the necessary appliances.*
- 3) We will mark all of the cabinets and appliance locations on the floors or walls within 48 hours of notification that the job site is ready. *Photographs will be taken of the job site layout upon completion to verify accuracy.*
- 4) We will final measure and double-check the job site to ensure that construction modifications are correct per SKBI plans. We will provide written or email notification of required construction changes to the builder/remodeler and the homeowner. *SKBI will not be held responsible for missed or inaccurate construction changes assuming that the changes have been communicated accurately.*
- 5) We will meet with the homeowner to look over the cabinetry installation within 3 days of the cabinetry and/or countertop installation. At that time, we will develop a comprehensive, mutually agreed-to punch list that is signed off by all of the parties involved. This punch list will be completed within 3 weeks of the final review appointment (allows time for receipt of parts from the manufacturer). Major problems such as but not limited to incorrect designs, appliance cutouts or panels, cabinets, mouldings, hardware or other material and/or labor situations that keep SKBI from completing the job within the 5 weeks from start of installation will be considered to be a violation of this performance guarantee. *Additional minor punch or warranty items requested by the homeowner after the initial walk-through do not constitute a violation of the performance guarantee.*
- 6) All financial documents such as proposals, contracts and change orders will be in writing and will be signed by both parties. All final invoices will be accurate per the contract and change order(s).

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Hans Schuon—President  
Managing Partner, Roswell

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Emily Robbins—Vice President  
Managing Partner, Inman Park