



# WHAT TO EXPECT

For Your Kitchen Magic Remodel



# THANK YOU

*for placing your confidence  
in Kitchen Magic!*

We appreciate that this is a big decision and one you have likely been thinking about for quite some time. Rest assured, our team takes great pride in what we do, and we will take good care of you and your home. Your journey and experience are as important to us as your completed project.

This pamphlet is intended to answer some commonly asked questions and put your mind at ease in advance of your actual project start date. In addition, your Project Leader and our team are here to provide you with assistance throughout your project. We are just a phone call away at 800.237.0799.

We are eager to get started and transform your kitchen into a space you will enjoy with friends and family for many years to come! Thank you again for your business.



V.P. Customer Experience, Kitchen Magic



# Common Questions

## **Do I need permits or any special paperwork from my local municipality or in the case of a building association from their management office?**

We advise that you inquire with your local municipality or building association management office to see whether any paperwork is required for your project. Permits are the homeowner's responsibility. We are happy to assist you in the paperwork process. If possible, please have your documents ready for your draftsman at the time of your project measure.

## **Do I have to be home at the time of measure or template?**

We strongly recommend that a decision-maker be home at the time of the measure and template.

## **When do I need my appliances?**

To provide you with the best service we prefer to have the manufacturer's specification sheets by the time of the measure. It is best to install your appliances after all other work is completed.

## **Does anything have to be moved from the work area?**

**Refacing/New Kitchen Project:** Before we begin working in your kitchen we will need you to empty the contents of your cabinets and clear your countertops, even if you are not making changes to your countertop. This will help prevent damage and protect against dust.

**Countertop Only Project:** Objects on or near your countertop should be removed prior to template. The area beneath the sink needs to be emptied as well.

## **How many craftsmen will be coming to work on my project?**

Most craftsmen work alone but some craftsmen may bring a helper depending on the complexity of the project.

## **Does Kitchen Magic provide project debris removal upon completion?**

When contracted to do so, yes, we will remove the debris. Typically, this is done up to one-week post-project completion. Please note, this does not include old appliances.

A close-up, high-angle photograph of architectural blueprints. A metal compass is positioned on the right side, and a ruler is visible at the bottom right. The blueprints show various technical drawings, including a circular section labeled 'A-A' and a rectangular section labeled 'B-B'. The text 'Let's get started' is overlaid in a large, white, serif font.

# Let's get started

## Pre-Installation

### Step 1: Measuring Your Kitchen

*Depending on scope of work, please allow up to 5 hours.\**

Our draftsman will visit your home to take all measurements of the work to be done, confirm your style and color selections and create drawings to submit to our office so that we can order your custom materials. See **Common Questions** section for documentation requirements regarding permits.

*In most cases our draftsman will call the office to schedule the installation with you while they are in your home.* If you request changes after this visit, or if we are waiting on additional information from you, this may delay the start of your project.

If we need to visit your home to complete other tasks to get your kitchen ready, such as removing your existing cabinetry, we will typically schedule these dates prior to the actual start of your installation.

### Step 2: Ordering Materials & Custom Fabrication

*Allow up to 6 weeks.\**

Once your installation has been scheduled, our Purchasing Department will order and oversee the production of your custom materials.

### Step 3: Delivery

*Materials may arrive up to 1 week prior to installation.\**

When we confirm your installation start week, we will contact you to arrange for the delivery of your materials. If advance delivery is not possible, we will deliver your materials at the start of your installation.

\*The time estimates are based on average jobs. More complex installations may take longer. Less complex installations may be shorter.



# Cabinets

*Before we begin working on your kitchen, we will need you to empty the contents of your cabinets and clear your countertops. We also recommend covering your furniture and other contents in adjacent rooms to minimize your cleanup after your kitchen is completed.*

## **Cabinet Refacing**

We will cover areas of your kitchen that require protection and set up our workspace. Next we will remove your old doors and drawer fronts and begin the lamination process.

We will complete the lamination process on your existing cabinet structures and install the new doors, drawer fronts, hardware and moldings.

Once completed we will clean up your kitchen, perform a walk-through inspection with you, and collect any payment due at that time.

## **New Cabinets**

We will cover areas of your kitchen that require protection and set up our workspace. We will remove your old cabinetry if it is still in place.

We will install your new cabinets, doors, drawers, hardware and any moldings or accessories.

Once completed we will clean up your kitchen, perform a walk-through inspection with you, and collect any payment due at that time.



# Countertops

The following steps will take place after the drafts person visits your home for the measure.

## **Step 1: Creating the Template - Allow up to 4 hours.\***

The templator will remove your existing countertop, sink(s) and cooktop to make the template. The templator will notate all of the cutouts and overhangs to prepare your new countertop. Please be sure that you have the faucet and/ or sink you plan to use in your home for this visit.

**Note that your existing countertops will not be reinstalled after template. You will not be able to use your sink until the new countertop is installed.**

If you are getting your new countertop in conjunction with cabinetry work, then the template will typically occur on the second or third day after your cabinet work has started.

## **Step 2: Custom Fabrication - Allow up to 10 business days.\***

Our fabricators will custom make your countertop according to the template to ensure a proper fit on your cabinets and in your kitchen space.

## **Step 3: Countertop Installation - Allow up to a full day.\***

We will contact you to schedule the installation of your new countertop within a few days after template. We will typically install your countertop up to ten business days from the time your template is created.



# Backsplash & Flooring

## Standard Backsplash

*Typically completed the same day as the countertop installation.* A backsplash that is the same material as your countertop and less than five inches tall is considered a standard backsplash.

## Full Backsplash

A backsplash that extends from the top of your countertop to the bottom of your wall cabinets is considered a full backsplash. These are made from either solid surface, tile or stone.

**Solid Surface Backsplash with a Solid Surface Countertop.** *Typically completed the same day as the countertop.*

### **Solid Surface Backsplash with a Stone Countertop**

*Typically completed up to five business days after countertop installation.*

A separate template for your solid surface backsplash may be created on the day of your countertop installation to ensure a proper fit.

### **Tile Backsplash with any Countertop Material**

*Typically completed up to five business days after countertop installation.*

### **Stone Backsplash with any Countertop Material**

*Typically completed up to five business days after countertop installation.* A separate template for your stone backsplash will be created on the day of your countertop installation to ensure a proper fit.

## Flooring

If you ordered tile or vinyl flooring the installation will vary according to the scope of your project.



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### **When refacing my cabinets, is anything done to the “inside” of my cabinets?**

We resurface the exteriors of your existing cabinets (fronts, sides and bottoms). The interior of your cabinets remain untouched as it is not aesthetically necessary.

### **What should I expect on the last day of my installation?**

After the final cleanup of the cabinets and/or countertop work, the craftsmen will need you to do the walk-through and inspection with them, and sign some paperwork. They will also collect any payments due at this time.

### **Plumbing & Electrical Responsibilities**

The resetting of any appliance or sink, if contracted, will be done only if the existing fixture has specific working shut-offs and meets current building codes. A licensed plumber or electrician is at the homeowner's expense unless otherwise noted in the agreement.

Any additional repairs needed that could not be foreseen prior to the start of the job will be treated as additional work and will be independent of your current agreement.

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