



Residential Customer Finance Intake Form

This form is to accurately capture customer payment information.

Part 1: Customer Information

Paying Customer Name:
Phone Number:
Email Address:
Billing Address:
Property Address or Ship To Address:
On-Site Contact Name:
On-Site Phone Number:

Part 2: Payment Information

Payment Terms:

☐ **75% Down Payment, 25% Due at Completion**

Initial _____

Invoicing Method :
(Check One)

☐ Send Invoice via Email
☐ Submit Invoice via Portal

Name of Portal _____

☐ Send Invoice via USPS
☐ Complete an Application for Payment

Lien Waiver Required for Invoicing?

☐ Yes

PO# Required for Invoicing?

☐ Yes

Any Other Required Documents for Invoicing?

☐ Yes _____

AP Timing of Payment Cycle
(If known, otherwise type "N/A")

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Payment Method:
(Check One)

☐ Check (Preferred)
☐ ACH (Upon Request, \$3 fee per transaction)
☐ Card (Upon Request, 3.5% fee per transaction)

Part 3: Finance Terms

Payments

75% payment must be made to DDN prior to scheduling, as well as prior to any materials and/or services being provided. The remaining 25% payment is due immediately after receipt of materials and/or services. Payment may be made by check, ACH, or debit/credit card. It is the responsibility of the customer to select the correct payment method box listed on the front page of this document, as well as provide the correct billing email address. Checks may be dropped off at or mailed to DDN's corporate office, located at 24602 Pacific Hwy S Kent, WA 98032. An emailed invoice with a payment link will be provided to customers who request ACH Bank Transfer (\$3.00 fee) or debit/credit card (3.5% fee) payment options.

Terms

Outstanding balances may be subject to a 7% late fee. This fee is without prejudice to any other remedies available under the law. If final payment is not received in full within a reasonable timeframe, Customer's account may be forwarded to DDN's General Counsel.

Part 4: Agreement

Agreement: I have read this contract in its entirety, and agree to abide by all its terms and conditions. With my signature below, I acknowledge my understanding and acceptance of the obligations outlined herein set forth by DDN Interior Supply, Inc. This contract represents the full agreement between the parties involved and supersedes any prior arrangements or understandings.

Name: _____

Signature: _____

Date: _____

Additional Information

Remittance Email: finance@ddninteriorsupplyinc.com

Remittance Address: 24602 Pacific Hwy S Kent, WA 98032

Finance Manager: Chauncey Greene - (206) 832-9887

Accounts Receivable: Anahi Martinez - (253) 737-4098

Residential Customer Disclaimer Form

I, _____ (print name) _____ am purchasing materials and/or services directly from DDN Interior Supply, Inc. [DDN] and hereby agree to the following terms:

Payment: I understand that a 75% payment must be made to DDN prior to scheduling, as well as prior to any materials and/or services being provided. The remaining 25% payment is due immediately after receipt of materials and/or services. Materials include but are not limited to; Cabinets, knobs/pulls, quartz slabs and countertops, quartz backsplashes, acrylic sheets and countertops, acrylic backsplashes, granite slabs and countertops, granite backsplashes, and sinks. Services include but are not limited to; Templating/measuring, fabrication/build, polishing, material cutouts (outlets, sinks, etc.), delivery, installation, demolition, disposal, repairs, resurfacing, and will-call pickup. Payment may be made by check, debit/credit card (3.5% fee), or ACH Bank Transfer (\$3.00 fee). Checks may be dropped off at or mailed to DDN's corporate office, located at 24602 Pacific Hwy S, Kent, WA 98032. Payments by debit/credit card or ACH Bank Transfer can be made online by clicking the link provided on each invoice email received. Payment preference must be given up-front to DDN in order to streamline the process. Any payments questions can be made by emailing finance@ddninteriorsupplyinc.com or by calling DDN's main office at (253) 737-4098 and asking to speak with the finance department.

Estimates: I understand that Customer-provided cabinet or countertop layout drawings, as well as DDN Sales Rep bid design drawings are for estimating purposes only. Pricing may change once measurements are verified in the field by DDN. Customer will receive an initial estimate from DDN, which must be approved in writing by Customer prior to any work taking place. If changes, scope/material additions, or deductions are requested by Customer or identified by DDN at any time, a separate estimate/change order will be sent and must be approved by Customer in writing prior to any work taking place.

Material Selection: I understand that materials available for purchase are limited to DDN's in-stock product selection. DDN will not provide pricing for, supply, build, fabricate, or install any *other* supplier's materials and/or products without a separate written agreement. Customers are welcome to purchase and supply their own sinks, and DDN will make cutouts for them, however, DDN will not install drop-in topmount sinks. Only undermount sinks will be installed by DDN.

Customer Responsibilities and Disclaimers: I am aware of, understand, and agree to the following terms:

Countertops & Sinks

- Existing countertops or cabinetry must be completely cleared off in order to obtain accurate countertop measurements. DDN will not move or remove large items from the work space. Trip charges or other fees may apply if work cannot be completed.
- If other trades are operating in the work area (painters, flooring vendors, etc.), DDN may not be able to measure or install countertops. Trip charges or other fees may apply if work cannot be completed.
- Customer's cabinets, supports, and panels must be completely installed and secured in order to obtain countertop measurements or install new countertops. DDN will not secure or modify any customer-provided cabinetry, trim, or supports.
- If sinks are supplied by the customer, DDN will fabricate and polish sink cutouts in its fabrication facility and install undermount sinks at time of countertop install. DDN will not install drop-in or farm sinks. Customer sinks must be on-site at time of measure in order for DDN to make an accurate cutout template. Sinks may also be dropped off at a DDN location ahead of time. DDN will not warranty any customer-provided sinks that are previously used, damaged, bent, cracked, scratched, etc. If customer is utilizing a farm sink, it needs to be placed where it will be installed at time of template. Trip charges and delays may occur if a DDN team member is required to pick up sinks at a later date.
- Customer is responsible for informing DDN of how many holes to drill for faucets, air gaps, air switches, soap dispensers, etc. prior to any fabrication taking place. Installation date delays may occur if information is not given to DDN within an adequate timeframe.
- Plumbing disconnect and re-connect services are available for an additional fee. Otherwise, DDN will not disconnect or re-connect any plumbing or fixtures without prior consent from Customer.
- DDN will never disconnect or re-connect any electrical fixtures or wiring.
- Additions to scope requested by the customer are subject to additional material and labor costs, trip fees, and minimum job fees. Customer is responsible for any re-fabrication fees and/or additional material costs if customer requests changes to scope post-fabrication.
- Countertop and sink glue needs at least 24 hours to dry. Customer should not attempt to adjust or lift countertops prior to the 24 hour dry period. Plumbing fixtures should not be connected within the 24 hour dry period.
- Countertop edge profiles will be eased only. No subtops, buildup, or mitered/laminated edges.
- Backsplashes will be standard 4" height, unless otherwise agreed upon in writing. Additionally, DDN will not fabricate full-height backsplashes unless otherwise agreed upon in writing.
- DDN will do its best to mitigate dust and clean messes, however, dust tends to settle over time and messiness is subjective. Please allow a minimum of 24 hours for dust to settle. Professional or final cleaning will be needed after countertops and/or sinks are installed. DDN is not responsible for cleaning fees or services.

Cabinets

- Existing cabinetry area must be completely cleared off in order to obtain precise cabinet measurements. DDN will not move or remove large items from the work space. Trip charges or other fees may apply if work cannot be completed.
- If other trades are operating in the work area (painters, flooring vendors, etc.), DDN may not be able to measure or install cabinets. Trip charges or other fees may apply if work cannot be completed.
- Cabinet layouts are subject to change depending on current material stock. Changes will be communicated to the Customer and DDN will not move forward without Customer approval of the changes.
- DDN does not fabricate/build custom cabinets. DDN will only make cabinet modifications as needed in order to accommodate unique circumstances such as; Angled walls, height adjustments, etc. Cabinet modifications or custom work will be accepted or rejected by DDN on a case-by-case basis. Additional fees may apply.
- DDN does not typically provide floor trim for cabinets. Customer may request floor trim for an additional fee.
- Customer's preference regarding installation methods or trim work must be communicated to DDN prior to installation, and preferences are subject to approval or rejection by DDN.
- The undersides of DDN upper cabinets are unfinished.
- DDN will not secure or modify any customer-provided cabinetry, trim, or supports.
- Plumbing disconnect and re-connect services are available for an additional fee. Otherwise, DDN will not disconnect or re-connect any plumbing or fixtures without prior consent from Customer.
- DDN will never disconnect or re-connect any electrical fixtures or wiring.
- Additions to scope requested by the customer are subject to additional material and labor costs, trip fees, and minimum job fees. Customer is responsible for any re-fabrication fees and/or additional material costs if customer requests changes to scope post-fabrication.

Miscellaneous

- If Customer requests to re-use existing sinks or cooktops, DDN is not responsible for any damages caused during demolition, transit, or installation. DDN will not attempt to demo non-stainless steel sinks in any scenario, as products like porcelain almost always break during the process of removing them from existing countertops.
- DDN workers are to keep work boots on at all times, however, booties will be used in order to help prevent floor messes.
- DDN provides *construction* services. While DDN crews will do everything in their power to eliminate damage, demolition of customer's existing cabinets or countertops and installation of new cabinets or countertops may generate damage to surrounding walls. DDN will not be held responsible for fixing or painting walls.
- Customer is responsible for removing any items from work areas that they do not wish to become dirty or damaged. DDN will not be responsible for damage caused to any item not removed from the work area/s. **APPLIANCES MUST BE REMOVED BY CUSTOMER.**
- DDN personnel needs unrestricted access to work areas. This includes trouble-free entry, exit, and re-entry into the residence.
- Children and pets must be outside of the work areas at all times.
- At the time of measure or install, DDN requires an individual the age of 18 years old or older be on-site to grant access. DDN WILL NOT ENTER A HOME IF THIS REQUIREMENT IS NOT MET.

Punch Work & Customer Inspection of Finished Product: I understand and agree that I must notify DDN of any material or installation issues within 48 hours of materials being installed, with the understanding that glue requires a minimum of 24 hours to dry. I also understand that caulking tends to shrink and occasionally causes caulk gaps. DDN is not responsible for re-doing caulking that has shrunk.

Labor Warranty: I understand and agree that DDN offers a 1 year warranty on all fabrication and installation labor. If, before the 1 year period is up, my cabinets, countertops, or sinks become damaged or fail, and it was determined to have been due to faulty fabrication or installation methods, DDN will replace my damaged materials at no additional cost. This warranty does not cover: Materials that have been improperly used or maintained, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, damage from improper care and maintenance, chips, impact damage, surface scratches, or adhesive and caulk cracking/separation.

Submitting Warranty Claim

- Contact Customer's DDN Sales Representative by phone or email and describe the issue/s.
- Contact DDN's main office at (253) 737-4098 or frontdesk@ddninteriorsupplyinc.com and describe the issue/s.

DDN Sales Representative:

Name: _____ Phone: _____ Email: _____

Agreement: I have read this contract in its entirety, and agree to abide by all its terms and conditions. With my signature below, I acknowledge my understanding and acceptance of the obligations outlined herein set forth by DDN Interior Supply, Inc. This contract represents the full agreement between the parties involved and supersedes any prior arrangements or understandings.

Name: _____ **Signature:** _____ **Date:** _____