



# 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 and agree that a 100% payment must be made to DDN in full prior to scheduling, as well as prior to any materials and/or services being provided. Materials include but are not limited to; Cabinets, knobs/pulls, quartz countertops, quartz backsplashes, acrylic countertops, acrylic backsplashes, granite 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 or debit/credit card. Checks may be dropped off or mailed and card payments may be made at DDN's corporate office, located at 23100 Pacific Hwy S Ste 301 Des Moines, WA 98198.

**Estimates:** I understand that by providing my own cabinet or countertop layout drawings to DDN for estimating purposes, I acknowledge that pricing may change once measurements are verified by DDN in the field.

**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. Sinks are a partial exception to the outside-supplier rule. Customers may choose to purchase and supply their own undermount, farm, or drop-in sinks.

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

#### DDN Countertops

- Existing countertops or cabinetry must be completely cleared off in order to obtain countertop measurements. DDN will not move or remove large items from the work space.
- DDN may not be able to measure or install countertops if other trades are working in the area (paint, flooring, etc.) and DDN may choose to implement trip fees or other similar fees if work cannot be completed.
- Customer's cabinets, supports, and panels must be completely installed and secured in order to obtain countertop measurements. 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. Sinks may also be dropped off at a DDN location ahead of time, which is preferred. Trip charges and delays may occur if a DDN team member is required to pick up sinks at a later date. DDN will need the physical sink in order to make an accurate cutout template. If customer is utilizing a farm sink, it needs to be placed where it will be installed at time of template. Farm sinks do not need to be glued down, and do not need to be physically provided to DDN.
- 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 in an adequate timeframe.
- DDN will not disconnect or re-connect any plumbing fixtures. Plumbing must be disconnected prior to DDN's arrival on-site for countertop demo and/or install.
- 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. DDN will not fabricate full-height backsplashes.
- 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.

### DDN 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.
- DDN may not be able to measure or install cabinets if other trades are working in the area (paint, flooring, etc.) and DDN may implement trip fees or other similar fees 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. For an additional fee, the customer can request that the undersides of the upper cabinets be covered/finished. This must be communicated prior to installation.
- DDN will not secure or modify any customer-provided cabinetry, trim, or supports.
- DDN will not disconnect or re-connect any plumbing fixtures. Plumbing must be disconnected prior to DDN's arrival on-site for cabinet demo and/or install.
- 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

- 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 workers need unrestricted access to the 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.

**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.

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**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.

**Signature**

**Date**