

# Your Journey with Rogers Kitchens



*Kitchen, Bath, and Home Remodeling | How it Works*

## **Step 1- Schedule your Initial Consultation at Our Showroom**

We're excited to help bring your vision to life! Your initial consultation in the showroom is a crucial first step in the remodeling process and will take approximately one hour. To make the most of your visit, please bring with you rough measurements of your existing space, photos of the current area, and any design images that inspired your project. This essential information helps us understand your unique needs and personal style. During the consultation, our remodeling experts will provide tailored insights into layout and style design as well as introduce you to a wide selection of products, materials, and color options. We will also guide you through considerations of quality, durability, and aesthetics to help you make informed decisions that suit your lifestyle and vision.

## **Step 2 - Site Inspection and Measurements**

At the conclusion of your initial consultation, we will schedule a follow-up site visit to take precise measurements of your space. This second appointment is essential for moving forward with accurate planning and will take approximately 30 minutes. Before this visit, we encourage you to write down any ideas you may have, noting any additional ideas of inspiration, and considering how you envision using the space. During this visit, we will review layout options and design specifications, discuss your notes and ideas, and create a rough design sketch based on the actual measurements. Because each remodeling project is unique, we may also coordinate with a trusted specialty tradesman to conduct an additional site visit, if needed. In some cases, we may refer you to one of our partner showrooms to explore specific material selections. These steps help us ensure that we provide you with an accurate and comprehensive quote for your project.

## **Step 3 - Proposal**

These first two steps, the showroom consultation and on-site measurement visit, are essential to provide you with an accurate verbal quote based on your specific selections, layout, and design preferences. At this stage, we will also provide the projected start or delivery date, an estimated timeline for project completion, and an overview of any expected inconveniences or disruptions during installation or remodeling. At Rogers Kitchens, we believe two-way communication is key to a successful project. Verbal conversations allow us to explain complex details clearly and answer your questions in real time. This process fosters trust, transparency, and a more collaborative planning experience. If needed, you are welcome to schedule an additional appointment to review your verbal quote and design, and product options in person. This step is especially helpful for clarifying any remaining details that may be difficult to finalize over the phone. Written quotes are available upon request and may incur a fee.

## **Step 4 - Project Acceptance & Contract Signing**

Once you are satisfied with your proposal, we will schedule a showroom appointment to review the contract and collect the deposit payment. During this important meeting, we will review the final design layout, confirm your style, material and color selections, and establish that all details align with your original vision and goals. This is another opportunity for us to answer any last questions and confirm that your product is set up for success from day one, ensuring that everything is clearly understood and agreed upon before moving forward into procurement and production.

## **Step 5 - Waiting Period**

After you've approved the contract and made the initial deposit payment, your project will enter the waiting period, the time between contract acceptance and the official project start date. While you may be eagerly anticipating the kick-off, please know that this time is both necessary and productive. During this time, the Rogers Kitchens team will be ordering and receiving your selected materials, coordinating schedules with any required specialty trades, and finalizing logistics to ensure a smooth and timely execution of your project. This careful planning helps us deliver a seamless renovation experience with fewer delays and surprises. Rest assured, we will be working diligently behind the scenes to bring your vision to life with the quality and precision you expect.

## **Step 6 - Project Kick-Off**

Once Rogers Kitchens has received and organized all necessary materials and resources, your remodeling project will officially begin. Our team will schedule the start date based on both client availability and trade coordination, with the goal of minimizing any disruption to your daily routine. At this stage, your second payment will be due, and the construction phase of your project will commence.

## **Step 7 - Construction Phase**

During this exciting phase, you'll see your space transform as the physical remodeling work takes place. Our team will work efficiently and respectfully to complete your project with minimal inconvenience. Throughout construction, you can expect regular check-ins from your remodeling team, including scheduling updates and progress reports, transparent communication about any unforeseen challenges and opportunities to ask questions or express concerns. Our remodeling team believes in consistent updates and open communication to create a smooth, stress-free remodeling experience from start to finish. Depending on the scope and structure of your project, additional payments may be due during this phase.

## **Step 8 - Final Touches and Walk Through**

As the project nears completion, our team will shift focus to the finishing touches and final details to ensure every element meets our high standards of quality and craftsmanship. Before we officially conclude the project, we will schedule a final walk-through with you. During this important step, you'll have the opportunity to review the completed work, inspect the details and overall craftsmanship, ask any final questions, and confirm that everything aligns with your vision and expectations. Your satisfaction is our top priority, and we want to ensure that we've met or exceeded your expectations.

## **Step 9 - Completion and Final Payment**

Once your project is fully completed and approved, we will provide you with the necessary documentation to ensure your continued satisfaction, including warranties for applicable products, care and maintenance instructions, and any other relevant information needed for ongoing upkeep of your new space. At this time, your final payment will be due.

## **Step 10 - Post-Completion Follow-Up**

After your project is officially complete, a member of the Rogers Kitchens remodeling team will follow up to schedule a visit to take photos of your finished space and address any remaining questions or concerns, inviting your feedback to ensure your complete satisfaction. Your input is incredibly valuable to us, not only to confirm that we've met your expectations, but also to help us continually enhance our services for clients.