

## What to Expect During the Design & Ordering Process

Whether you're working with a contractor or taking on your home project yourself, Discount Kitchen Direct makes the process easy from start to finish.

### STEP 1 Cabinet & Materials Selection

Make an appointment to visit our Lincolnton showroom located downtown at 303 E Sumner St. or browse online to select your cabinet style, finish, and any accessories. Our team can help guide you based on your space, preferences, and inspiration images.

### STEP 2 Onsite Measurements

Great cabinets begin with accurate measurements. You can submit your own using our downloadable measurement guide, or schedule a visit from a DKD team member to take professional measurements at your home or business.



### STEP 3 Free 3D Design & Renderings

Based on your measurements and selections, our Design Team will provide a 3D rendering and layout of your new space—free of charge.

### STEP 4 Revisions & Final Approval

Need to make changes? We'll revise the design up to two times at no charge. Once you're happy with the layout, you'll give us the green light to move forward.

### STEP 5 Payment & Order Processing

Once your final quote is approved and payment is collected, your cabinets will officially be ordered. Most cabinets are delivered to DKD within 7–15 business days, depending on manufacturers' availability. Credit Cards are subject to a processing fee. Make checks payable to Discount Kitchen Direct, mailing address: PO Box 1085, Lincolnton, NC 28093

Need help during the design and ordering process? Call us at **866-353-2227** or email [csr@discountkitchendirect.com](mailto:csr@discountkitchendirect.com) for support.

## What to Expect During Installation

### OPTION 1: ASSEMBLY & INSTALL BY DKD PROFESSIONALS

#### STEP 1 Cabinets Delivered to DKD

Your cabinets arrive at our Lincoln facility, where our team will begin professional, white glove assembly.

#### STEP 2 Notification Sent To Customer

We'll notify you (or your contractor, if applicable) when the cabinets are assembled and ready for install—typically within 5-7 weeks of cabinet order. Please note, DKD will store cabinets for up to 3 weeks without charge. If your timeline does not fit within the standard 5-7 week window, please communicate this asap to your DKD contact.

#### STEP 3 Installation Scheduled

A member of our team will coordinate a convenient installation date. Most installs are completed within 1–3 days, depending on project size.

To help ensure a smooth installation, DKD will request a photo of your space after scheduling and prior to installation. This allows our team to confirm the area is properly prepped and ready.

Once cabinets, accessories, and hardware are installed and the space is countertop-template ready, 80% of the payment is due.

[Please Note] Existing cabinetry must be removed prior to our arrival. DKD does not handle demolition or the relocation of water lines, electrical outlets, gas lines, vents, or other elements that require permits. Additionally, electronics and appliances should be installed by the customer after our work is complete.

#### STEP 4 Final Walkthrough

We'll complete a final walkthrough to ensure everything meets expectations. After that, the remaining 20% balance is due.

#### STEP 5 Payment Collected

Once installation is complete and you're fully satisfied with the work, any remaining balance for installation services will be collected.

### OPTION 2: SELF-ASSEMBLY & SELF-INSTALLATION

#### STEP 1 Cabinets Are Delivered to You

You'll receive tracking info and estimated delivery dates via email. Be sure someone is available to inspect and sign for the order.

#### STEP 2 Unpack & Review Contents

For self-assembly, cabinets will be delivered in flat packs. Inspect all items upon arrival. Report any damage within 48 hours by emailing photos and your order number to: [csr@discountkitchendirect.com](mailto:csr@discountkitchendirect.com).

#### STEP 3 Self Assemble & Install

Use the instructions provided or refer to our website's 'Resources' section for how-to videos and guides. Most cabinets take 20–25 minutes each to assemble with basic tools.



Need help during the assembly or installation process? Contact us at **980-281-1145** or [operations@discountkitchendirect.com](mailto:operations@discountkitchendirect.com) for support.