

Thank You

You requested our *“Homeowner’s Guide to Updating Your Kitchen Cabinetry”*

We understand you may not be ready to remodel your kitchen cabinetry at this time. This guide will help you make informed decisions when the time is right for you to invest in your kitchen's beauty, and value.

It's inevitable, sooner or later every homeowner gets tired of their kitchen design and looks to freshen it up or completely make it over. If you make the wrong decisions it could cost you a lot of money, headaches and frustration. But, when you make the right decisions, it's an investment in you and your home's beauty and value. We created this guide to help you make a more informed and educated decision when it comes to remodeling or replacing your kitchen cabinetry.

We created this guide to help you make better decisions when it comes to those improvements and the questions you should ask yourself and vendors you interview, when the time is right.

Please accept this information with our compliments.

Thank you again for your time and interest. We look forward to opportunity to work with you.

PLEASANT REMODELING EXPERIENCE.



HOMEOWNER'S GUIDE TO KITCHEN CABINET REMODELING

No One's Home Should Be a Place of Work

So, you may or may not have been thinking about remodeling or replacing your kitchen cabinets before you met us and that's okay. Though categorized as a 'home improvement' project by Home Remodeler Magazine, unlike improvements to windows, roofing, siding and gutters (etcetera), kitchen remodeling is a much more personal thing. Unlike exterior remodeling, kitchen remodeling is something you will see and live with everyday. Both the process you engage in during the remodeling and the final results, the style and cabinetry you pick out must be an enjoyable one. Over the pages of this guide you'll discover the do's and don'ts of remodeling and/or replacing your kitchen cabinets; either with Kitchen Solvers or another reputable vendor.

Everyone has their own reasons for wanting to change the look and design of their cabinets. However, the process is pretty consistent. The major difference is in the company you decide to partner with on the adventure and investment. Kitchen cabinets are an investment, whether you decide to reface or replace them. Unlike many other things in your home, cabinets are a 'take-care-of-it and forget it' type of project... or at least it should be if you select the right products and people to do the installation. This guide will not discuss specific products, but rather what you should be looking for in the company you ultimately choose to do the work for you. Though the kitchen cabinet refacing and replacement is not a big industry, it is one that requires a very special skill set to manage and install correctly for you.



ONLINE SOLUTIONS

We find that most people start their kitchen improvement projects by searching online. If you typed "kitchen cabinet refacing" into Google, depending on the size and location of the city you're searching from you'll be presented with a very large number of search results. For example in Charlotte, NC you'll see over 46,000 results. In Tampa, FL, over 34,000 results and in St. Louis, MO, 46,000 results. On a national search over 396,000. Search "replacement kitchen cabinets" locally, for example "replacement kitchen cabinets Atlanta GA, you'll find between 377,000 and 633,000 website results. Nationally, over 1.6 million websites. If you started your education online these are the sites you'd have to invest a lot of time and effort into pouring through their information to educate yourself.

Every article, website, and link connected to search strings are written and presented based on someone else's' perspective, often those of the authors. More than 80% of the sites will be directly intended at trying

to sell you a specific product or service. Of those sites that actually offer good information it won't likely be specific to your area, let alone your specific city or town. Where do you start? If you're like most home owners searching information online, you start at the top of page 1 with the first link. However, that link is #1 because its author knows how to get that top position... often times by paying to be there. Why is that important to you? The information there may be good, but will it be specific to your needs? Or will you still have to "figure it out" on your own? These sites will be good for general reference, but you will still have to draw conclusion on what's applicable and valuable to you and your situation. Don't worry though; you'll have millions and millions of sites to pour through. By the time you conclude what's best for you from these sites you probably could have remodeled your kitchen 3 times over.

Nothing beats experience, and the information you find online is no substitute for it!"



What kind of experience are you looking for then? You want professionals who specialize in kitchen cabinets, and have the knowledge and experience in your area. You want to work with a company who has already done the work you need done, time and time again. Experience is something you'll recognize when you

talk to real people. Doing research online is okay, it's a great place to start, but you ultimately want to invite local companies to your home who can identify your unique situation and then offer you a custom solution based on style, design and budget. You want them to take measurements and present you with the options, colors, and materials that will be right for you and your kitchen. An article or website created by a huge company in a distant part of the country doesn't know your area. Only the companies within your town with people who work and live where you are can really know what challenges exist in your area. It's especially helpful to talk with companies that have done work, or are doing work presently in your neighborhood. They'll have an intimate knowledge of the styles and designs of kitchens in homes just like or similar to yours. This can save you time, money, and a lot of headache down the road. These are the folks who can offer you options and solutions that fit you and your budget.

The good news is, there are a number of qualified local kitchen specialists in your area that are more than capable of providing you with an accurate assessment.

When considering refacing or replacing your kitchen cabinets, you'll encounter 4 types of businesses who can serve you. There are the large national companies, the big box stores, local firms like Kitchen Solvers, and the 'Chuck-in-a-truck' handyman services.

The National Companies: these are often recognizable brand names. You often see them on television, hear their ads on the radio, and see their advertisements in the newspaper and coupon mailers. They position themselves as having a local presence, but it's not uncommon for the local firm to be only a dealer (sales person) for the national company. They often don't have a local installer on staff and rely on subcontractors to do

their installations. That leads us to the next type of company.

Box Stores: Often these are the Home Depot and/or Lowes places. National locations that have retail stores where you can see, touch and feel the cabinets and products, but they themselves don't actually do the refacing or installing. They simply sell the products and hire 3rd party contractors to do the work for them. One of many problems with this model for the customer is that once you pick and purchase the product you're left to work with the contractor who installs that product. The Home Depot or Lowes is only interested in selling the refacing or cabinet product. Once they've done that they hand you off to an installer they pick from their rolodex of contractors. You might as well rip a page of cabinet installers from the yellow pages phone book in your town, put it up on the wall, blindfold yourself, spin around 3 times and throw a dart at the page and hire whichever installer the dart lands on. That's exactly what's going to happen when someone else picks the installer for you. Who knows, you could get lucky and get a great installer... it's been known to happen. Then again you could get a dud... you take your chances and it could go either way.

Secondly, the Home Depot and Lowes are not going to be able to offer you anything custom. They're not going to be able to create the custom facings or cabinets that are perfect for you and the vision you have for your kitchen.

Thirdly, these big box stores sell only 1 or 2 brands of facing and/or cabinets regardless of your geography. One of the biggest aspects with regard to the products specifically is every region is different in climate. That may be obvious, but you have to be very careful in what products you're installing in particular areas. In high humidity areas the adhesives and bonding agents applied to, and hold, cabinets together may not hold up and within two or three years, they could be

completely warped, because of the humidity. This is only one example. Every region of the country has its own unique challenges.

The national and box store chains won't tell you this. They're only interested in selling the refacing or cabinet products. Because they sell nationally, they can financially absorb the 'problems', returns and complaints. It would be unfortunate if you were one of those customers.

The Local Companies: These are often smaller firms, like Kitchen Solvers. Despite being part of a national network of companies operating under the umbrella of the Kitchen Solvers' name, our office and the people you'll work with on your project are locally based. We live and work here. All the craftsmen who will work in your home, on your kitchen, are employees of our local office. We do use specialty subcontractors like plumbers, granite and tile specialist, etc., when the project requires, and even those folks are local and we manage even their aspects of the project so you don't have to worry about anything.



'Chuck-in-a-truck': You've probably seen these very small, self-employed folks in neighborhoods. They often are 'jacks-of-all-trades';

taking on almost any kind of work or project. They are out there doing anything and everything from carpentry to kitchens to plumbing to electric. Many times they're the ones the national and box store companies can hire to install the products they sell. Though 'Chucks-in-a-truck' might be able to do a diverse range of work, they typically don't specialize in any particular skill, or type of work. Every day brings a different job and a different set of challenges for them...it's the nature of that sector of this business. They're often entrepreneurial in nature and go where ever and whenever the biggest paying project will take them.

There are advantages to each type of business. The national firms are able to reach a large audience because they spend a lot of money on national advertising. Unfortunately, it's not uncommon for certain products and services to be unavailable in certain areas, because their advertising is done on a national instead of a local basis. That means that the big national firms rarely have an intimate knowledge of local areas, along with their particular needs and challenges. They are, however, able to offer a very wide range of products and services, again, not necessarily conducive to, or fitting the needs of a local market. On a large scale it's beneficial, but for the local consumer, it may not be fitting or convenient. The same can be said for the big box stores like Home Depot and Lowes. The advantage to the box stores is you can buy the facings, hardware or cabinets and install them yourself. If that's the type of person you are then the rest of this guide will not be helpful to you. In fact, it'll probably be a waste of your time to continue reading. However, if you're the type of person we think you are, one who appreciates value and is looking for the customized kitchen solution and wants it with the least drama and highest positive experience value possible, at your budget then this guide will be the best thing for you.

The local firms have a better grasp on the specific needs of home owners and kitchens in their area. Most housing developments are built following specifications and architecture based on the local area and conditions. For example, in most developments kitchen designs and styles are fairly consistent. If your home was new in a development you probably remember looking at the model homes and picking out the style you liked. Now that you've lived in your home for a while you're ready to make the kitchen your own. If this is you then you want a local firm who can offer you customized options on your budget; whatever that budget may be.

For example, at Kitchen Solvers if you want a high-end style and design, we've got it. If you want something in the middle, we've got it. If you want something a little bit less expensive that's still looks great and is of quality construction and installation, we have that too. A local, established, experienced firm will be your best most flexible and enjoyable option.

With the 'chucks-in-a-truck' we've seen both local and traveling handymen; fix-it truck, some owned and operated by a local individual and others who send their trucks into the area in



search of work. There are some very good handymen, however, our vast experience and history from working in this industry since 1982 we've heard many stories from a lot of customers of a shady situation they found themselves in.

Our intention of this guide is to hopefully help you avoid wrong and costly situations.

2 THINGS TO REMEMBER

In the past few paragraphs, we've offered you several things to consider. The biggest is, you must always consider your own situation, preferences, likes and dislikes. There are 2 things to point out.

First - most all cabinet products are warranted by their manufactures, protecting you from faulty products, however, the true value and performance of any product, regardless of where or who you purchase it from, will be dependent on the skill and experience of the contractor you chose to install it. A product's performance is only as good as the quality of workmanship when it's installed...and that falls on the quality and integrity of the contractor you decide to work with. Most people spend most of their time researching the product and little time on the people to perform the work. As if the service side of a product is secondary to the product. We're suggesting the opposite. The price is what you pay for something, but value is what you live with.

Secondly, once the products are installed, it's up to the integrity of the contractor performing the job to make the decision to stand behind the product and the work they performed in your kitchen. You want to look closely at the contractor you select. What are their warranties; over and above the warranties on the physical products? We're talking about the labor warranties. What are their policies for following up on problems and issues after installation? How easy are they to reach when you have a problem? Are you able to speak with a real person? This is largely why you want to work with a local, reputable contractor; someone you can develop a relationship with.

YOU WANT A LOCAL SOLUTION

There is a maze of things to consider when considering refacing, replacing or completely redesigning your kitchen; again, a main reason why we created this guide for you. Your home is your biggest investment; one you need to protect and ensure for the future. Many of your neighbors have chosen to work with Kitchen Solvers. You've made a wise decision in requesting this guide to become better informed as to what your options are, for when you're ready to make improvements to your kitchen cabinets.



When you first moved into your home, you were happy and excited; however, I'm sure there were things you immediately identified as where you'd start when it came time to remodel. Kitchens or bathrooms are where most homeowners start. We're often contacted by the ladies of the house when they get the 'itch' to redo their kitchens. You'll find as so many have, at Kitchen Solvers we don't take the same approach as others when the time is right for you to begin your project. When others focus so much on 'making the sale' of the project we take an entirely different approach. You'll discover more about our approach to your project in Section 3 of this guide.

YOU GET WHAT YOU PAY FOR

This may go without saying. You're the client and what you want and can afford is most important to you. Never allow yourself to get so caught up in the process of remodeling your kitchen that you lose sight of what it is that you want to do. When you begin you'll discover there's so much more to the entire process that it can be overwhelming... if you've never experienced it before. You need a company who will listen to you, hear your desires and concerns and consider every one of them when they offer you choices and solutions. You have a problem to solve. You want to redo your kitchen and you have a number in mind you feel comfortable investing into the project. You'll find companies



who will tell you it's not possible and others who will try all kinds of selling tricks to get you to invest more. The bottom line is that it's your kitchen, your vision and your money to invest. The company you select must always have your best interest in mind.

What so many companies lose sight on is that as the client, you're the boss. Regardless of which company you chose, your project makes it possible for them to have a pay check, you provide for raises, you make it possible for them to take a vacation, you pay their mortgages and you even put the food on the tables in their homes, and the company you select to work

with should do everything they can to be sure you are happy each and every time you do business with them. A company who operates and thinks like this is fiscally strong and grows. They're able to help more clients, even have clients refer them more clients... it's a win-win-win situation for everyone. Additionally, by working with a local company you make the local economy stronger.

“When we met with Kitchen Solvers for the first time we realized right away that working with them was going to be a personal and customized experience which is exactly what we were looking for.”

Erika Cedergren

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CUSTOMER TESTIMONIAL

- ERIKA & ANDERS CEDERGREN

In an effort to complement the lifestyle of their growing family, Erika & Anders Cedergren picked up a handful of fresh color palettes and began to re-imagine the kitchen space in their new home.

"We fell in love with this house when we first looked at the area." Erika recalled, "Most everything was exactly what we wanted, but the kitchen was definitely dated and needed work."

After thinking through different remodeling ideas the Cedergren's contacted Kitchen Solvers.

"When we met with Kitchen Solvers for the first time," Erika began, "we realized right away that working with them was going to be a personal and customized experience which is exactly what we were looking for."





“Customization was huge to us and Kitchen Solvers was not a cookie-cutter approach. They understood the areas that were most important to us and invented ways to achieve our design goals.”

– Erika Cedergren

“They knew what they were doing” added Anders, “and walked us through every step of the process to ensure we always knew what to expect.”

“They were incredibly responsive.” Erika described. “If we had a new or different idea other than what we’d originally talked about they would come out and help us plan ways to implement it.”

Remodeling can seem like an overwhelming process at times, but Kitchen Solvers is committed to delivering a *Pleasant Remodeling Experience*. “During our project,” Anders explained, “Kitchen Solvers discovered that our existing kitchen did not have any venting for the range. This seemed like a huge problem at first, however, Kitchen Solvers was there for us. They helped us navigate the issue and coordinate with a reputable provider in our area to install the proper venting. Being new to the area this would have been very difficult for me to do on my own.”

For the Cedergrens, one part of their remodel was especially exciting. “The addition of a built-in sit down space to share meals and spend time together was really important to our family.”

Erika said with a smile.

“The kitchen,” Anders added, “has become the place that brings everyone together while taking us away from the TV and the computer so we actually spend time face to face.”

“We cook a lot in our new kitchen.” Erika said as she motioned toward her beautifully remodeled cabinets, stunning countertops, custom backsplash, and well designed island.

“When you have a space that you are proud to work in it makes the whole experience that much more enjoyable.”

With satisfaction Anders concluded, “We saw the kitchen remodel as an opportunity to really invest in our family and it was great to work with Kitchen Solvers to make this space our own. This is how we would have imagined our kitchen if we had built the house ourselves.”



PLEASANT REMODELING EXPERIENCE.



CUSTOMER TESTIMONIAL

- MARIPAT COUGHLIN

There is ongoing discussion of different things a person can do to increase the potential resale value of their home or property. However, for Maripat Coughlin—who is not planning on selling her home anytime soon—the perspective she holds presents a welcome twist.

With a cheerful smile Maripat looked around her newly remodeled kitchen. “When we originally built the home,” she explained, “the plan was that 10 years later we would upgrade to quartz or granite countertops. It’s now 25 years later and it was time to finally do something.”

“However, my sister-in-law encouraged me to not just look at new countertops but to look more closely at my entire kitchen. She inspired me to consider the potential of a complete kitchen remodel and how that could positively affect the value of the home.”

Maripat met with Kitchen Solvers to discuss the different possibilities of transforming her kitchen space into an area that would meet her needs and introduce greater functionality.

“For me, the best part of using Kitchen Solvers was rather than working with



“Some of my friends would talk to me about the resale value of my home and I thought instead of doing all this really nice remodeling stuff before I sell—why not do it now, so that I can enjoy it too!”

– Maripat Coughlin

different sub-contractors, I could work with one source.” Maripat pointed out. “That alone made the remodeling process a lot simpler and more enjoyable.”

The entire process of listening to a client and moving forward at their pace is a key defining point of the Kitchen Solvers *Pleasant Remodeling Experience*.

“I had a lot of fun re-designing my new kitchen” Maripat noted, “From start to finish I felt very comfortable with Kitchen Solvers and knew that I could always ask questions, or even change my mind on something.”

When talking about her favorite part of her new kitchen, Maripat said, “I love my island. It has become a place for myself or guests to sit and visit or share a meal. It really takes full advantage of the open concept of my kitchen and living room space.”

“During the design process I worked with Kitchen Solvers to efficiently set up my island for baking and we included several power outlets and specific drawers to accommodate my utensils and supplies.” With great satisfaction Maripat finished by saying,

“I’ve always enjoyed baking different breads and cookies and it is something I now hope to do more of in my new kitchen!”

Maripat’s kitchen remodel focused mainly on refacing the existing cabinets while also replacing the countertops, adding new hardware, and updating the plumbing fixtures. She also had Kitchen Solvers install new crown molding to the cabinets, under cabinet LED lighting, and a beautiful tile backsplash.

Without even changing the footprint of the kitchen, Maripat’s project demonstrates that with a fresh vision, the skillful use of color, and some updated hardware you can add new life to any kitchen.



PUT A PENCIL TO IT

Think about this... your home is the single biggest long-term investment you'll ever make! Cars come and go, electronic toys become obsolete, clothes and shoes go out of style, but your house is the place you call home. It's an oasis to the daily grind of work and for many, it's a place to raise a family. A home is more than the 4 walls and roof that make up the structure. It has value and memories; an investment of both your time and money. You pay insurance premiums annually to protect it with the hopes of never having to actually use it, so why shouldn't you get the most value out of your home that you can? Let the memories created in your home be what stands out the most, not the misery of escalating energy costs or declining value of a house in disrepair, like so many others experience with their homes.



and product intense project that can take days to complete. Often times cabinet refacing can be completed in as little as a day or 2, with the right people doing the install for you. It can provide you the minimal inconvenience during the project.

OFFERS A VARIETY OF POSSIBILITIES

Now is a great time to consider refacing as there are more design and style selections available than any time in the past. There's a vast array of choices, virtually any color and style to match your vision.



PROVIDES A BRAND NEW LOOK

The final results of a cabinet refacing are similar to that of cabinet replacement. There is no reason you should not choose this option if your cabinets are not in bad shape. You can save money (often as much as a third the investment of replacing) and time.

WHAT IS THE BENEFIT OF REFACING YOUR KITCHEN CABINETS?

Refacing is a more immediate, a less intrusive way of creating a virtually new look to your kitchen cabinets. For most people it's more than simply replacing hardware. Refacing can save you money in product, time and labor and is highly popular because of the remarkable benefits and looks you can achieve, as long as the foundation of the cabinets are sound and strong. Your kitchen solution consultant will be able to tell you if your cabinets are viable for refacing instead of replacing; unless you want a complete replacement, but that's your choice.

Less Complicated

Cabinet replacement is a larger more labor

HOW DO I KNOW IF MY CABINETS ARE GOOD FOR REFACING?

Refacing is feasible if your existing cabinet boxes are structurally sound and in good condition. Cabinets with water damage, warping, and broken frames provide a poor foundation for new facing. It would be like trying to slap a fresh coat of paint on wood paneling and saying it looks good. Despite the new paint you're sure to see the horrible panel foundation through the paint. One may only fool themselves, but guests will clearly see the difference. A reputable and experienced refacing consultant and advisor will be able to tell you quickly if your cabinets are a good candidate for refacing.



REFACE OR REPLACE?

As we've already provided, if your existing cabinet boxes are sound refacing may be a viable option for you. The decision to replace the existing cabinets can depend on a variety of factors;

- 1) being the existing cabinets cannot be refaced.
- 2) Your needs in the kitchen have changed.

For example you may need more functional

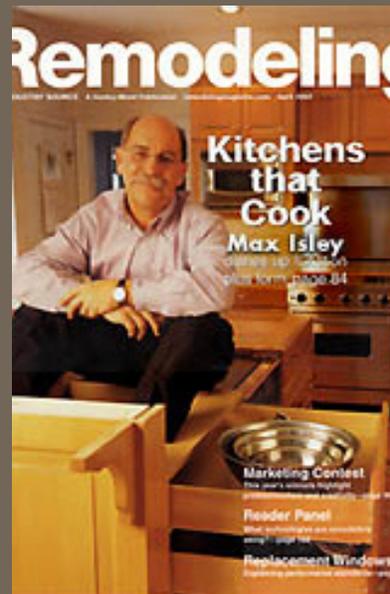
cabinets; cabinets that hold or hide more place settings, pots, pans and utensils because your family has grown and/or you're entertaining more in your home. The way you use and rely on your kitchen has changed and therefore the functionality of your cabinets too has to change.

THE KITCHEN CABINET HYBRID

We're seeing a number of homeowners who are needing or wanting a mix of products. For example we reface the bottom cabinets because of granite or quartz countertop that's already installed and then replace the upper cabinets. We're able to get pretty functional with the different product lines we represent. This hybrid has allowed us to offer an even more extensive kitchen remodeling options and allowing clients to stretch their design ideas without breaking the bank. They take advantage of both options, refacing and replacing.

What Kitchen Remodeling Related Projects Means In Value To Your Home (Financially & Emotionally)

According to Remodeling as much as 86.9% of your investment in kitchen cabinet upgrades



could be recouped if you were to sell your home. This is based on a national average in the South Atlantic region of the country.

According to National Association of Remodelers' 2015 Remodeling Impact Report, which probed the reasons homeowners choose to remodel (and the

2015 Remodeling Impact Report



National Association of REALTORS® Research Department



increased happiness certain projects bring once they are completed), 64% of surveyed remodeling consumers say they “experienced increased enjoyment in their home after completing a remodeling project.” In addition, 75% of survey respondents said they felt “a major sense of accomplishment” when thinking of their completed project and 74% of respondents said they had “a greater desire to be in their home” after the project was completed.

The 2015 Remodeling Impact Report also surveyed realtors. Realtors named kitchen upgrades, complete kitchen renovations, bathroom renovations and new wood flooring as the interior projects that most appeal to potential buyers. Similarly, realtors also ranked projects based on expected value at resale, without accounting for project price. The projects that ranked the highest in this category were complete kitchen renovations, kitchen upgrades, bathroom renovations and the addition of a bathroom.

As for their reasons to undertake a remodeling project, 38% of surveyed consumers said they wanted to upgrade worn-out surfaces, finishes and materials; 17% wanted to add features

and improve livability, and 13% believed it was simply time for a change, according to the NARI.

Update outmoded 200-square-foot kitchen with 30 linear feet of top-of-the-line custom cherry cabinets with built-in sliding shelves and other interior accessories. Include stone countertops with imported ceramic- or glass-tile backsplash; built-in refrigerator, cook top, and 36-inch commercial grade range and vent hood; built-in warming drawer, trash compactor, and built-in combination microwave and convection oven. Install high-end under mount sink with designer faucets and built-in water filtration system. Add new general and task lighting including low-voltage under cabinet lights.

(www.remodeling.hw.net/cost-vs-value/2016/south-atlantic)

<http://www.kitchenbathdesign.com/research-data/consumer-buying-trends/article/20489116/bullish-on-benefits-of-remodeling>

5 THINGS THAT CAN CREATE STRESS IN A KITCHEN REMODELING PROJECT



1. NOT KNOWING WHERE TO BEGIN

Earlier in this guide we mentioned if you start your remodeling project by searching online for ideas and solutions you will face millions upon millions of websites offering information on the subject.

Not all of it will be relevant to you and your situation. In fact most of it will not be relevant to you. Unless you have a lot of extra time on your hands you will waste a lot of it sifting through the information. Our clients have told us they have plenty of information, they want ideas and solutions to their situation. That's where Kitchen Solvers excel... we discuss this further in the next section of this guide.

It's easy to develop paralysis of analysis. Unless you're a remodeling pro starting a new project can be overwhelming. You should begin by finding a truly local company that specializes in kitchen cabinet refacing and replacement. Call a few and get a sense of how they work and communicate with you. Trust your instincts.

2. NOT UNDERSTANDING HOW MUCH EVERYTHING WILL COST

The investment is a concern for everyone. Even our most affluent clients, those investing high 5 and 6-figures on complete cabinet replacements and major kitchen makeovers are concerned with the budget so if you are too, you're not alone. However, despite being a bit fearful of the overall investment you shouldn't let that stop you from having a conversation with a reputable, local company. If you recall earlier in this guide we stated that you're the boss. No one can sell you anything you don't want, nor should they. You should interview a few local companies and have them offer you options and investigate what your investment might be on those options.

Here's a pretty good litmus test many of our clients have told us they used when in the 'research phase' of their projects. If the company came on too strong too early trying to sell they simply said "next" and moved on to the next company. You're the boss! You have choices, not only in the products you select, but also who you chose to hire.

3. NOT KNOWING HOW LONG THE PROJECT WILL TAKE TO COMPLETE

Just like the budget, an experienced pro will be able to give you timeline or schedule for the project. Your frustration and stress occurs when your contractor fails to communicate with you, before and during the project. Our clients

experience a sense of control like none other they've experienced, because we keep the boss (you) informed throughout the project.



4. NOT UNDERSTANDING YOUR HOMES "QUIRKS" OR INHERENT ISSUES

A company that's not familiar with your home won't know what lies beneath the countertops and cabinets because they don't have enough experience working in your area. However, a local company who works regularly in your neighborhoods, may even live in a home just like yours, will be very familiar with what 'lies underneath'.

5. MISCOMMUNICATION

Miscommunication between husband and wife, homeowner and professional, manufacturer and delivery service are probably the biggest cause for stress during a kitchen improvement project. Very often homeowners don't know what questions to ask upfront, and experience a steep learning curve during the process. This is

why when we meet with homeowners we ask that all the people who will be involved in the project, either directly or indirectly, be with us during at least the initial in-home consultation. Clear communication between everyone involved is critical to the stress-free completion of your project.

When looking at refacing and/or replacing your kitchen cabinets you want to consider the return on the investment you make in those improvements, both financially, but more importantly emotionally. Regardless of whether you plan on living in your home late into your senior years, are looking to ultimately sell your home, or plan on leaving it to family as part of your legacy, you want to consider your return on



your investment and continual enjoyment of the investment you make in money and time. If you plan on selling your home, it'll mean dollars in your pocket. If you plan on living in your home or passing it on to family, it'll contribute to the overall value and quality of life you experience in your home.

“Kitchen Solvers came in, looked at our space, listened to our vision, and gave us some great ideas.” Frank described, “The result is a kitchen that has now become a beautiful centerpiece in our home – making this space and the dining room so much more enjoyable.”

“It was incredible working with Kitchen Solvers!” Jen said enthusiastically. “Frank and I came to this project with so many ideas and a long wish list – but we didn’t really know how to put it all together. Their knowledge and expertise made all the difference and helped us realize exactly what we were hoping for.”

Jen & Frank Devine



“For me the best part of using Kitchen Solvers was rather than working with different sub-contractors, I could work with one source. That alone made the remodeling process a lot simpler and more enjoyable.”

Maripat Coughlin

PLEASANT REMODELING EXPERIENCE.



CUSTOMER TESTIMONIAL

- JEN & FRANK DEVINE

Can a redesigned kitchen improve your quality of life and help you find more family time? For Jen and Frank Devine and their two young girls, the answer was yes.

"We had a small kitchen, a small dining room, and a wall that separated the two. It wasn't open or inviting." Frank described. "Jen and I began to talk about what it would be like to have a nicer kitchen and explored the idea of creating an open air concept between the kitchen and dining room. "When are we going to do that? Is the question you ask yourself.

Maybe someday."

"In today's world we all get so busy that we sometimes drift from our family values." Acknowledged Jen. "We wanted to remodel our kitchen in a way that would allow us to come together as a family and share more moments with our children."

"We finally figured out why should we wait?" Frank said with a sense of vision. "It was so important for us to have a nice space to be in that we just went for it! We opened up the wall and began working with Kitchen Solvers to

**“It’s exciting to think about the new memories we’re making and have yet to make with our family and friends in our remodeled kitchen ”
– Jen Devine**

design our new kitchen.”

“Kitchen Solvers came in, looked at our space, listened to our vision, and gave us some great ideas.” Frank described, “The result is a kitchen that has now become a beautiful centerpiece in our home – making this space and the dining room so much more enjoyable.”

“It was incredible working with Kitchen Solvers!” Jen said enthusiastically. “Frank and I came to this project with so many ideas and a long wish list – but we didn’t really know how to put it all together. Their knowledge and expertise made all the difference and helped us realize exactly what we were hoping for.”

One of the most meaningful improvements for the Devine family was the addition of a beautiful quartz topped island which has since become the hub of their family lifestyle.

“Our girls come home from school and sit at the island to do their homework while I’m working on meal prep.” Jen explained. “Whereas in our old kitchen, there wasn’t much space and I was isolated from the rest of the family.”

“The design of our new kitchen,”

Frank added, “especially the island – gives us the opportunity for great face to face time. We’re actually sitting close to each other and instead of looking at a TV, we’re looking across the island and sharing great conversations.”

“The quartz countertop provides a resilient surface for all the crafts the girls like to do.” Jen said. “Whether using paint or paste – it’s easy to clean and always looks gorgeous.”

“It’s everything and more than we ever imagined.” Jen said with true satisfaction as she surveyed the new space. “The storage is amazing and well thought out and the entire kitchen is so much more functional than before. We love the island – and our entire kitchen is a room that we all really enjoy being in now!”



PLEASANT REMODELING EXPERIENCE.



CUSTOMER TESTIMONIAL

- LINDA & DALE KLABO

Linda and Dale Klabo enjoy hosting family and friends in their newly remodeled dream kitchen.

However, the process of turning their home into something more than just plumb walls and empty space has been something of a journey.

Linda recalls how when they bought the house, "The floor plan was so open that the space lacked any form of a warm family feel" and more closely resembled a bowling alley.

"Linda cooks a lot" added Dale enthusiastically, "and when we moved here the kitchen was not very pretty or functional." Dale went on to say, "So, we started a 'Kitchen Remodel Fund' and began saving up."

"Much of the remodeling in our house we've done ourselves." Linda mentioned. "Installing wood floors, adding walls, etc. However, when it came to our kitchen we knew that we wanted professional help and



“As much as I cook and as much as we entertain, I always dreamt about having a very nice kitchen – and now we have it.”
– Linda Klabo

Kitchen Solvers allowed us the opportunity to do the things we really wanted to do.”

Dale, a licensed home inspector, added that, “Hanging cabinets is an art form and it takes a lot of practice and experience to get it right. Kitchen Solvers isn’t just another general contractor– they specialize in kitchens and they do this everyday.”

When the Klabos began working with Kitchen Solvers they brought a lot of ideas to the table regarding how they wanted their new kitchen to look, feel, and function. Kitchen Solvers was able to take the sum of those ideas, and honor the years of design work Linda and Dale had invested to build a remodeling plan that would ensure a successful project.

“They not only worked within our budget” Linda said, “but from the very beginning they listened to our ideas and then enhanced them. For example, when we described the type of warm feeling and look we wanted, Kitchen Solvers recommended the walnut cabinets as a good complement to the color of the flooring and countertop we had selected.”

“We really wanted an island in the kitchen” Dale explained, “that could be used as a place to share a meal, or as a buffet for serving food to family and friends, or for a prep area.

Kitchen Solvers helped us create a custom island that is designed and sized to fit our kitchen space perfectly.”

This remodel included adding a wall behind where the refrigerator now stands; cabinet refacing; custom cabinetry; a custom island; countertops; backsplash; hardwood flooring; new hardware and plumbing fixtures; as well as electrical and lighting improvements.

“You can’t tell which cabinets are refaced and which are new.” Linda concluded, “They are so wonderfully installed.” Agreeing, Dale finished by saying, “When our friends come over they can’t believe the difference and how everything all matches and fits together so seamlessly.”

Through careful listening and a design partnership perspective, Kitchen Solvers was able to help bring the Klabos vision of a warm family kitchen to life!



NOT ALL KITCHEN REMODELERS ARE CREATED EQUAL



of home owner who understands the value of hiring professionals to do the job right. You want a 'get-it-done-and-forget-about-it' project, so you need to do your due diligence and investigate the contractor you hire.

Kitchen Solvers is a nationally franchised business. Based on what you read earlier about the 4 different types of businesses you'll encounter one might tend to group Kitchen Solvers into the first category, a national company because of our franchise model. Quite the contrary because of our early beginnings.

IN THE BEGINNING

Gerald and Betty Baldner founded Kitchen



Solvers as a home-based business in 1982 in La Crosse, Wisconsin. Their initial focus was on high quality cabinet refacing. Kitchen Solvers was a pioneer in the craft of kitchen cabinet refacing and in the early 1980s, with mortgage interest rates in the high teens, people were looking for ways to make their remodeling dollar go further.

Kitchen cabinet refacing was a way to help people reuse the cabinet parts that don't wear

You have a lot of choices and decisions to make when it comes to remodeling the kitchen cabinets in your home. You have many choices of which products, brands, and styles to use. Just as important, you have choices in the contractors to make those improvements. The task of finding, interviewing, and selecting just the right contractor doesn't have to be a stressful undertaking if you follow the ideas and experiences we've provided in this guide. Remember...this is YOUR home we're talking about. Do you want to entrust the work to just anybody at the roll of the dice hoping that it will be done correctly, and with the quality YOU expect? Of course not!

The unfortunate fact is, many people will invest more time into the research of the products, brands, styles, colors, and choices, than they will on the contractors they select to make the improvements for them. If you're a do-it-yourselfer, meaning you're going to do the work and make the installation of the improvements on your own, then you should invest the time in researching products and brands. However, if you're like most of our clients, the non-do-it-yourselfer, the person who really appreciates and values great craftsmanship and expects excellent service, then you're the kind

out and replace all of the parts that do wear out. By applying furniture-grade plywood – often better quality than the wood on new cabinets – and adding new drawers, doors, hardware and pulls, customers were able to get a kitchen that looked expensive yet often for a far lower price than installing all new cabinets. Customers liked it then and continue to love this philosophy today.

As demand for cabinet refacing and remodeling grew, Kitchen Solvers began to serve all of western Wisconsin and grew largely by word of mouth referrals from really happy customers who often couldn't believe how beautiful their kitchens turned out.

It turns out there was a lot more demand than they thought and soon the company decided to franchise.



In 1984 the Baldners established the first franchise location of Kitchen Solvers in Janesville, Wisconsin. The company and its business and selling model has expanded internationally.

Kitchen Solvers currently has more than 55 privately owned and operated

franchise outlets located throughout the United States and Canada.

Our headquarters remain in La Crosse, Wisconsin. Our franchise model allows independent owners the ability to offer cost-competitive cabinet refacing, custom cabinetry, kitchen

design services, plus custom countertops. This position coupled with the 'Pleasant Remodeling Experience™' Gerald Baldner originally created Kitchen Solvers and offers a kitchen remodeling experience unequalled in the industry; evidenced by the unmatched level of Net Promoter Scores we regularly receive from clients (more on this shortly).



Kitchen Solvers uses only the finest building materials, and installers are highly trained staff craftsmen with each franchise location. From initial design to final installation, Kitchen Solvers provides customers the best

options from a wide variety of cabinet refacing and kitchen remodeling.

From initial design to final installation, Kitchen Solvers provides customers the best options from a wide variety of cabinet refacing and kitchen remodeling.

From the first sit-down meeting in your present kitchen, to the first time you walk into your newly remodeled culinary oasis, you'll know you've partnered with the right team. We oversee the process for, and with, you from start to finish, ensuring the most efficient, hassle-free experience. We call this the "Pleasant Remodeling Experience™". This experience is and what distinguishes Kitchen Solvers above all other kitchen remodelers. In fact our differentiation can be measured and identified by 8 distinct points.



THE PLEASANT REMODELING EXPERIENCE

1. The "WOW" Factor – We are all about the final product and experience.
2. The Industry Experts – Unparalleled skill and craftsmanship.
3. We respect your home as if it were our own.
4. On time every time throughout the entire process.
5. Process consultation – Know exactly what to expect, without any surprises.
6. Large selection of products & options allows us to build your dream kitchen.
7. Complete and timely communication.
8. Owner operated and managed.

From the moment you call, we meet you where you are at in the design process. Regardless if you're just starting out or ready to get your project started we'll take the time to properly educate, design, and build a plan around the budget that will work for you. Our end goal is to create the kitchen of your dreams while making this a pleasant remodeling experience for you and your family.

Your Experience Starts With 2 Simple Yet Very Important Questions

Often a conversation with a new client starts with them uttering, "My kitchen looks like hell!" or something to that affect. That's why meeting with a new client starts with us asking these simple questions:

- What don't you like about your kitchen?
- What do you want your new kitchen to look like and how do you want to feel in it?

It's no surprise that kitchen remodeling

can be expensive and often it's every client's biggest fear as it should be with other kitchen remodelers; those that start their conversations with you trying to convince you on what you should want and have. Remember, you're the boss. Even if you don't know exactly what you want you should work with a company who will help guide you to what you want, not offer up their vision of your kitchen. They neither have to invest in it nor live with it after the project is done. Often very affluent people will hire a designer to create their dream kitchen and leverage off their experience, contacts and access to the best products and materials at discounted rates, but you see, that's what we do; and we cut out the cost of the middle person, the designer.

A lot of our franchises don't have showrooms, so we get really personal with you, meeting you at your home, in your space... the space you want to transform. There's no better place for the transformation to take place from beginning to end than your kitchen. Some clients are just starting to look at different options and others already know what they want. Our name will be stamped on every project. That's to say when we're done and those that visit your home and experience your new kitchen and ask who transformed the kitchen we want you to utter our name with pride, not sheepishly in embarrassment. This has been a fundamental philosophy from the day we opened our doors in 1982.



You will discover we take a much more consultant-like approach than other kitchen remodelers who have been known to employ high-pressure sales tactics. Consider how you first met us, probably at your front door or at a local business or event. We didn't try to pressure you into an appointment by offering you a free price quote. Rather we offered you this guide, which you're reading right now; solely with the objective of educating you on the do's and don'ts to be on the lookout for. How many other companies can you say that about? Not many. You may take this as being bold, but we view it as being confident; confident in our ability to be the right kitchen remodeling consultant for you. If confidence is mistaken for being bold or aggressive then we're guilty... guilty at being great at what we do!

You see, you want a company who is experienced not only in the business of kitchen cabinet refacing, complete replacement and/or remodeling you also want a company who has the



people properly trained. Trained on the products they install and experienced installing those products in your area, in your neighborhoods and in your home. There's an art to it! You should know the people who are going to show up in your home and trust they will show up and do the work you've contracted for.



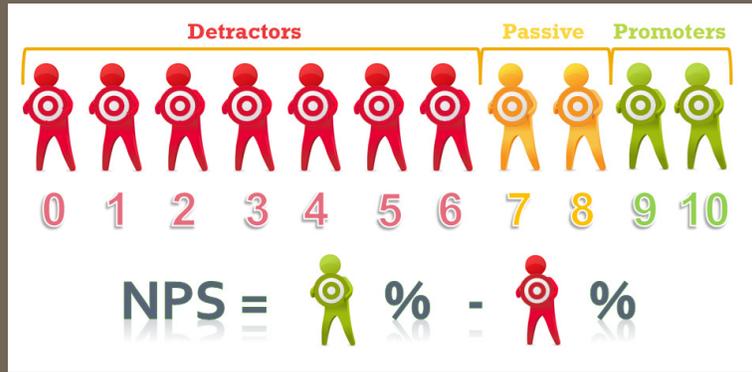
As a company we're very transparent, as are our franchise locations. Often they're members of their local Chambers of Commerce. Many are A, A+ or A+ Accredited with the Better Business Bureau and most are listed with Angie's List. The accolades we're very proud of and what probably offers the greatest transparency into our integrity is the Net Promoter Score we have achieved and maintain.

NET PROMOTER SCORE



Net Promoter Score is an online, third party tool companies may use to gauge a client's loyalty and relationship to the company. It measures more than just a customer's satisfaction. It's a very important tool for Kitchen Solvers to make sure we're doing everything we can do and what we're doing is right and in the best interest of our clients. Clients have the ability to rate us on a scale from -100 (being the lowest score) to +100 (the highest score attainable). According to NPS a score above zero is considered good and their measurement-basis for a great company starts at score 50. Kitchen Solvers has embraced this tool, so much so that as soon as a client's project is labeled 'completed' NPS automatically sends a survey to the client. Within the NPS system's surveying tool there are 2 key pieces of data, individual scores; that's our report card from the client on their individual project and an overall score, all the individual scores compiled and reflected as an average. This is also something that prospects can search as part of their 'checking out' potential vendors, not just in our industry, but on any company that subscribes to the NPS system. To give you perspective the mega communications company Comcast, scores a -10, Apple (the iPhone/iPad company) scores a 76 and Nordstrom the high-end department store who boast the best customer service in their and many other industries scored a 75. Where is Kitchen Solvers' score? 92. The 'average'

scores directly translate to a percentage of how likely or unlikely a client would recommend and/or make a purchase from the company again, if presented with the opportunity. The scoring is divided into 3 categories, 'Detractors' or those less or not likely to buy again from the company, 'Passive' or those who are not swayed either way and 'Promoters' or those very likely to promote



the company to friends, family members, co-workers and peers and very likely to make a purchase from the company again.

To simplify the scoring:

- Comcast clients are -10% likely to recommend or choose Comcast when faced with the opportunity to make a purchase in their category.
- Apple clients are 76% likely to recommend or choose Apple again when faced with the opportunity to make a purchase in their category.
- Nordstrom clients are 75% likely to recommend or choose Nordstrom again when faced with the opportunity to make a purchase in their category.

And Kitchen Solvers clients are 92% likely to recommend or choose Kitchen Solvers again when faced with the opportunity to make a purchase in their category.

On a number of occasions NPS has asked how we're able to achieve such a high NPS score and the answer is simple, "We focus on the pleasant remodeling experience." We don't pressure people into products or projects, rather listen, educate, inform and provide them the kitchen of their dreams. Albert Einstein, inarguably one of the most brilliant men of our times stated, *"Everything should be made as simple as possible, but not simpler."*

Despite not being the least expensive choice, we are very much aware of a client's budget. We work diligently to offer you the products and solutions that are right for you. There are other 'power-house' companies, we're not them! We offer different products than they do (ours are entirely customized to every home), and we don't have the massive overhead operating costs they do. They rely entirely on mass media marketing, TV, radio, print, and direct mail to reach you. Those things cost money... a lot of money. And those costs are passed on to you in their pricing. So in the end, you pay for their advertising costs in the fees you pay, if you went with their products and services.

You probably met us through 1 of these 2 ways; we either stopped by your home to say hi and introduce ourselves, or greeted you out in the community. You've undoubtedly seen and/or heard the ads by our competitors on television, radio, in the newspaper, or even in the coupon mailers you receive each month. Again, those are the expensive ways companies advertise to try to get your attention. We're different because we don't rely on expensive mass media like TV and radio. Instead, we use a more personal touch by having people like the representative who met you at your home, do our advertising by passing out fliers in the neighborhoods we're already doing work; likely in your neighbor's home. Our representatives are able to talk with homeowners like yourself, face-to-face, and answer your

questions, and find out what home improvement issues they might have. By doing this, we're able



to pass on **QUALITY** and **SAVINGS**, whereas those other companies pass on high advertising **COSTS**.

Additionally, we don't employ 'high-pressure' sales tactics like many other companies who have representatives canvassing your neighborhood do. Often their approach is to pressure you into an appointment. Our approach has always been to provide people with the information they need to make informed, smart decisions about their home improvements. A well-informed home owner is more empowered to make the best decision based on their needs, circumstances, and budget. It also helps them ward off those high-pressure companies. You'll have all the information you need to make a good decision, whether it's now or in the future.

And lastly, we actually do what we say we're going to do. For example, we promised you an information guide, and here it is. This may not seem like much, but it proves that we promised you something, and we kept our promise to you. You can...and should...expect the same dedication to detail when you hire us. If we can't follow through on something as simple as sending this guide, how can you expect us to follow through on something more involved, and more

complicated, like working on your home? How many other businesses have you come in contact with that didn't follow through on a simple promise, like sending information, or getting answers to your questions, in a timely manner? Kitchen Solvers was founded on the fundamental belief that, "If we take care of our clients, they will take care of us." We want you to have a positive home improvement experience.

"How often can you say you completely tore your kitchen apart and when it was done you said, "that was kind of fun."

Tim Skinner



PLEASANT REMODELING EXPERIENCE.



CUSTOMER TESTIMONIAL

- JAN & MAURIE PEARSON

For Jan and Maurie Pearson cooking is about more than just a meal – it is about turning a meal into a beautiful shared experience with family and friends.

“We love being in our new kitchen,” Maurie said with a smile, “and we cook a ton!” Looking around at their newly remodeled space he continued, “We prepare a lot of meals from scratch and thought it would be a great adventure to have a kitchen that we felt comfortable with and could really enjoy!” “We both love to entertain.” Jan added.

“Maurie was an executive chef in the hotel business for many years and at one point I operated a catering company. For us, having a space that we could work in and enjoy with family and friends was so important.” “We cook most everything from scratch,” mentioned Maurie, “and several of our friends have become curious about how we do that. Now we can host parties and involve them in the meal prep in a very interactive way.”

Kitchen Solvers worked with the Pearsons to design a highly personalized



“Once you know the changes you want to make in your kitchen go ahead and make them! It just makes life so much more enjoyable, and everything ends up being pleasure instead of a task or a chore.”

– Maurie Pearson

layout that would better utilize the existing floor plan while creating a kitchen space ideally suited for entertainment and education.

This included removing a wall that separated the kitchen from the dining room and replacing it with a bar-height countertop where guests could sit and watch Maurie cook.

The improvements also included several distinct work areas designed to accommodate different stages of meal preparation and created a laid-back atmosphere for family and friends to roll up their sleeves and join in the fun.

“This makes the meal prep a little easier for us and our guests really enjoy the opportunity to learn from the hands on experience.” Noted Maurie. “And it’s great to finally be able to utilize the entire space without tripping over each other.” Jan emphasized.

“One thing I really stressed to Kitchen Solvers,” Maurie recalled, “is that we needed a kitchen that could produce as well as be beautiful – and they really got it.”

“Working with Kitchen Solvers was really a free-flowing conversation,” the Pearsons agreed. “They are creative in their own right while at the same time they listen to your ideas.”

“We didn’t look at this as just a remodel project for our kitchen.” Maurie explained. “We saw it as an opportunity to add personality to our home and we wanted the kind of relationship that would help us accomplish that – and that was Kitchen Solvers.”

Now we have a kitchen that we can utilize to teach and entertain,” concluded Maurie. “Everyone gets to have a part of something that they really enjoy because of that, this really is our dream kitchen.”



PLEASANT REMODELING EXPERIENCE.



CUSTOMER TESTIMONIAL

- TIM SKINNER

Living in an older home can bring with it many unique challenges, but with a little imagination you can open the door to amazing possibilities.

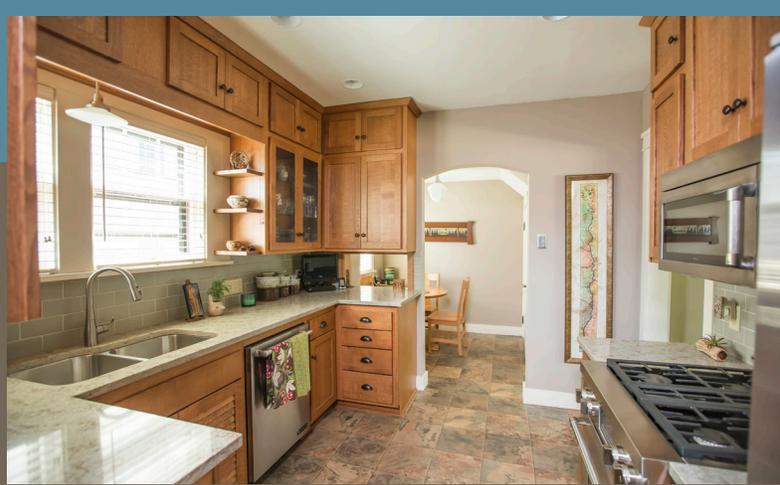
Tim Skinner and his wife have developed a passion for restoring older American homes. In fact, the 1923 Prairie / Arts & Crafts home they live in today is the fourth and "Ironically the newest home we've ever lived in," noted Tim, "so, we've had some practice restoring old homes."

The remnants of an aging 1940's kitchen remodel had long since lost its luster and the Skinners found their kitchen in much need of some practical updating.

Kitchen Solvers was excited to take on the project and work with the Skinners to bring a new life of functionality, style, and design to their kitchen space.

"We had already remodeled several of the other rooms in our home and we really wanted to keep the integrity of the 'Arts and Crafts' style architecture in our kitchen remodel project" recalled Tim.

"So, early on we decided not to alter the space by blowing out walls but instead opted to utilize the existing floor plan."



“How often can you say you completely tore your kitchen apart and when it was done you said, ‘that was kind of fun’ ”

– Tim Skinner

Tim went on to explain, “On one side of the kitchen we kept the same cabinet configuration from the 1940’s and refaced those cabinets with all new quarter sawn oak doors and new hardware, while on the other side of the room Kitchen Solvers built all new custom cabinets that fit our needs perfectly—even accommodating the size of our modern appliances like our refrigerator, stove, and range. We were surprised how with their design we were able to fit more into the same space than ever before.”

When it comes to designing your kitchen remodel project, Kitchen Solvers is with you from the beginning to end and encourages you to take the driver’s seat while they listen to you and your ideas.

Tim emphasized, “Kitchen Solvers was immediately able to figure out what we wanted and what was important to us. They made some excellent suggestions that really brought our kitchen to life—all while working within our budget.”

The Skinners project involved: Completely gutting the kitchen; installing new cabinets; refacing existing cabinetry; adding all new hardware; a new beautiful quartz countertop; a new backsplash; all new plumbing; updating the electrical service, including the addition of more electrical outlets and recessed ceiling lighting; new flooring; and updated appliances.

Standing in his new kitchen, Tim smiles with delight as he looks around, “We now have an extremely efficient kitchen that completely compliments the feel of our 1923 Prairie Arts & Crafts style home—and yet functions 100% like a modern kitchen.” “This is truly our dream kitchen. The one we wanted for years and can now finally enjoy.”



Now It's Up To You

Why would you want to receive a free price quote on refacing or replacing your kitchen cabinets? We understand most people aren't comfortable talking with sales people because they feel they may not be able to afford the improvements, or you may not be ready to invest in improvements for your home. Or worse, you may feel you'll be pressured into making improvements that aren't necessary, or wanted. We understand this, which is why we don't use high-pressure sales tactics like other companies do. That's why we provide this information guide for you. It's in your hands to help you make the best decisions concerning your home "if and when" you're ready.



Many of our present clients felt as you probably feel right now, though they found that we're a unique company because we don't rely as heavily on expensive mass media advertising vehicles like TV and radio as so many of our bigger competitors do. By limiting these typically high cost advertising mediums, we're able to pass on QUALITY and SAVINGS whereas those other companies pass on high advertising COSTS.

Product makes, models, colors, sizes, a client's taste, and décor all play a factor into the quote. Having one of our representatives out to your home allows us to demonstrate our 'Pleasant Remodeling Experience™' firsthand then tailor the quote to your specific circumstances and budget. Having such a detailed and customized quote gives you the benefit to plan and budget for the future. We have several different programs you can take advantage of that can even lock in your quote.

If you compare Kitchen Solvers to others across the country, in the grand scheme of things, we're not the biggest kitchen cabinet remodeler, but then again, we never wanted to be; we just want to be the best!

At Kitchen Solvers, we offer a variety of ways to make your home improvement dreams come true. Three of the most popular are:

Flexible Financing: Kitchen Solvers has financing available! Whether you want to finance the whole project or just a portion, you have the flexibility to do so. For more details on our financing visit <http://kitchensolvers.com/financing>

Advertising Home Program: Customers who take part in our Advertising Home Program allow us to pass out and mail fliers to feature their home improvements to other homes in the area. We can also place a sign on your front lawn for 30-days advertising the improvements you've invested in. And finally, customers provide testimonials and allow us to take pictures of their improvements to share online, in social media, and in advertising. By allowing us to do all of these forms of "home advertising", you can save a substantial amount of money on your project because we're able to save a substantial amount of money on high-priced advertising mediums like radio and television.

It's NEVER AN INCONVENIENCE FOR US

Often we find people are worried about inconveniencing us by having us come out even when they're not ready to move forward with their improvements. Let me assure you, it's never an inconvenience to us. In fact, we'll already have representatives in your area over the next several weeks, as we're doing work at many other homes in your neighborhood. You're smart to have requested this information guide and you should take advantage of this rare opportunity to get a quote on improvements specific to your home and needs.

One of three things happened as a result of our representative first meeting with you a few days ago.

You Set Up An Appointment For A Free Price Quote:

About 24-hours before your scheduled appointment, you'll receive a call from our company confirming it to make sure you will be able to keep the date and time you set aside to meet with us. On that confirmation call, we'll provide you with all the details of what to expect when our representative arrives at your home.

You Requested That We Call You Back To Set An Appointment:

In the next few days, one of our highly trained representatives will call you to find a day and time that is convenient for you to meet with us in your home to create a comprehensive price quote for your home and situation. Rest assured, we'll find a day and time that will be convenient, as we have people in your area all the time.

You're Not Ready To Set Up An Appointment:

This information guide is a smart first-step in planning for your home improvements. We've provided a lot of information, though you will surely have more questions. For that reason, we'll follow up with you after you've had a chance to review this guide with a courtesy call to make sure you received it, had a chance to

review this guide you may find it beneficial to set up an appointment to receive a free price quote. Feel free to call us and we'll find a day and time that's right for you. No question is too trivial, and no project is too small. Don't hesitate to set up an appointment. Once you have a price quote for your particular needs, you'll have the information you need to plan and budget for the future.

WE'RE OBSESSED WITH THE DETAILS

We're a national franchise and our more than 55 kitchen cabinet remodeling locations are locally and independently owned and operated. Each office has 1-3 people so you'll be working directly with the principal people in your area. Gerald and Betty Baldner started Kitchen Solvers as a home-based business in 1982 and grew it to a nationally recognized and respected franchise on the simple premise of listening to the client and delivering what they want at a price they can afford... neighbors doing business with neighbors, like it used to be, and still is at Kitchen Solvers. It's this premise that has afforded us such a positive rating with NPS and more importantly with people just like you.

Behind every kitchen remodeling project we do, there's a family behind it. When we see kitchen remodeling possibilities, we see people. When our work is done and we depart your home, we want to leave feeling you're more comfortable and satisfied with your kitchen environment than you were before we arrived. We don't take our responsibility lightly. Our name is on every project and we want to be proud of that, just as if your kitchen were our kitchen. Thank you again for requesting this guide and we look forward to working with you very soon.

**WE THANK YOU FOR TAKING YOUR TIME
TO REVIEW THIS INFORMATION**