

Designing a kitchen is one of the most rewarding experiences you can have in your home. As leaders in our field, IVO Cabinets & Surfaces builds each kitchen as if it were our own. While offering clients complete creative control of their design, it's important to us that our clients understand the full scope of detail & work that goes into every project. With this breakdown, you can design your kitchen with some peace of mind.

What you can look forward to:

- 1- **Preliminary Measurement and Cabinet Details:** We are happy to schedule an “In home” appointment with clients to discuss ideas and take initial measurements for their kitchen. During this time, we’ll ask important questions to fully understand our client’s design/vision.
- 2- **Design Appointment:** Channeling details from previous discussions and in-home measurements, we will begin to create a draft of the kitchen design (clients may have a clear vision of what they want or need creative suggestions from our design team). We offer clients the opportunity to suggest design edits, for which the timeline may vary. While we welcome client edits/suggestions, they can significantly impact or delay the overall duration of a project.
- 3- **Final Measurement & Approval to Advance:** Before shop drawings can be reviewed, it’s important that we perform a final measurement of the space to avoid potential error. **It is essential that all construction work is completed before the final measure.** Once the final design is confirmed, we can then create shop drawings and begin to place orders for material. This process generally takes 2-3 weeks but can vary based on the complexity of the project and our volume of queued projects in production.
- 4- **Signing the Shop Drawings:** Like in any design, shop drawings are the detailed maps we need to build out a custom kitchen project. They are reviewed with clients before production, answering any potential questions they may have. By signing shop drawings, clients confirm our build strategy, and their kitchen is then advanced into production. Most kitchens are scheduled for production within up to 2 business weeks. Our team will confirm our production date and schedule the date of installation.
- 5- **Installation:** Our team will arrive on the scheduled date of installation and start the project with base cabinets. Templating the project's base cabinets right away allows us to begin the process of fabricating countertops while the cabinet installation progresses.
- 6- **Countertop Installation:** After cabinetry is installed, our stone team will arrive to install the project countertops.
- 7- **Final Review List:** Once a project is completed, we offer all clients the opportunity to review their project. Clients are encouraged to complete a short survey to rate their satisfaction with their project, installation & ultimately IVO.

We take pride in offering all of our customers excellent quality and service before, during and after the sale.

We can't be happy until you are.