

Code of Ethics & Competency

# CONTRACTORS STANDARDS GUIDE

DISCOVER HOW TO CHOOSE THE RIGHT CONTRACTOR



*Payless*  
Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!

# Table of Contents

<b>Introduction</b>	03
<b>Stability</b>	
• Proof of Establishment	04
• Bank Letter & Supplier Letter	05
• Insurance	06
• Contractors License & Bond	07
<b>Reputation</b>	
• References	08
• Awards & Accolades	09
<b>Professionalism</b>	
• Detailed Proposal & Change Orders	10
• No Tricks, No Pressure Sales Agreement	11
• Worker Conduct Agreement & Jobsite Cleaner Roster	12
<b>Workmanship</b>	
• Project Photos for Ideas & Inspiration	13
• Frequently Asked Questions	15

# So, You're Thinking About A Kitchen Remodel For Your Home?



“We were shocked and embarrassed when we found out that contractors were America’s #1 most complained about industry - right up there with auto repair and airlines.”

Congratulations! When done properly, a bathroom remodel can make your home more enjoyable and prove to be a valuable investment.

Unfortunately, we’ve all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. We were shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries— right up there with auto repair and airlines.

## Industry Standards Weren’t Tough Enough

As a family business, we’ve always done a good job and treated our customers right—and over the past 30+ years we’ve been able to build a nice business because of it. However, over the years we’ve noticed that some consumers will choose less-than-reputable companies or contractors to do jobs for them... usually because they only focus on price. Don’t get us wrong: we’re all for good, honest competition and a great value, after all, that’s what we’d want for ourselves. But it pains us to see people risk their hard-earned money with contractors who don’t have their best interests at heart. You deserve a great value for your money—and a contractor that stands behind their work in both word and deed.

We wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren’t tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That’s why we created this guide with a set of standards that we adhere to.

We hope you use this guide and set of standards outlined to select a good contractor, if you do, you’ll protect yourself and increase your chances to get exactly what you want out of your project.

Questions?  
Need More Information?  
Call 866-482-0919

[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future. **Don't just ASK the contractor if they are stable**; look for tangible proof of longevity and financial stability by asking for the items listed on the next few pages.

# STABILITY



**WHAT TO  
LOOK FOR:**

## Proof of Establishment

**Why It's Important:** Believe it or not, many contractors use a pickup truck for an office and showroom. A business run out of a pick up truck is a red flag - if a contractor does not have an office, that should tell you something. Don't fall for the "we just use our trucks as offices!" line.



*Payless*  
Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!



# WHAT TO LOOK FOR:

## Bank Letter

**Why It's Important:** Good standing with a bank is crucial for any business, but gaining the confidence and security of its financial managers allows a company not only to sustain itself and endure even in rough economic times, but to innovate and grow to meet and service customer demands.



CARPET WAGON GLENDALE INC  
DBA PAYLESS KITCHEN CABINETS  
DBA PAYLESS BATH MAKEOVER  
3614 SAN FERNANDO RD  
GLENDALE, CA 91204-2944

This letter confirms that Carpet Wagon Glendale Inc., dba Payless Kitchen Cabinets, dba Payless Bath Makeover has been a client of Bank of America as of April 16, 2004.

Thank you for being one of our valued customers.

Sincerely,

**Angela Stepanyan**

Assistant Vice President | Small Business Banker  
Bank of America  
CA0-126-01-01 | 6400 San Fernando Rd, Glendale, CA 91201

## Supplier Letter

**Why It's Important:** This is written confirmation of the company's dealings with a supplier of the product they install stating that they are in good standing as vendor and pay their bills promptly. These letters are easy for your contractor to obtain from suppliers—if a contractor says they are difficult to obtain, then there might be something that they're trying to hide.



**M S International, Inc.**  
Premium Surfaces Since 1975

To Whom It May Concern:

M S International, Inc. is proud to serve Payless Kitchen Cabinets as one of our premier clients. We have been working with Payless Kitchen Cabinets for many years. It has been a successful and positive business relationship. We feel that they are a reputable, knowledgeable, and experienced company that provides quality service. We know this is particularly important to a homeowner, as the home is oftentimes a person's largest asset. We look forward to serving Payless Kitchen Cabinets ventures, as we know they will be serving the area for many years to come.

Sincerely,

David Guthro  
Executive Account Manager  
M S International Inc.

*Payless*  
Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!



# WHAT TO LOOK FOR:

## Insurance

**Why It's Important:** You need to know if your contractor carries general liability insurance for both commercial and residential projects. A sizable contractor will carry no less than \$500,000... and usually around \$1,000,000 of coverage. If your contractor's insurance policy can't cover potential damages, then the contractor would be personally liable. If he cannot cover the damages himself, you will have no legal recourse and will end up paying for any possible damages or injuries yourself. Many contractors are not financially stable...and don't carry proper insurance coverage to protect you against losses. Additionally, contractors who fail to provide workers compensation benefits risk severe governmental penalties and potentially company-ending lawsuits should an employee become injured.

Payless Kitchen Cabinets carries \$1,000,000 of general liability and \$1,000,000 workers compensation coverage and here's the certificates to prove it! Do NOT deal with a contractor without sizable coverage, or **you** will foot the bill for the mistake.

**\*\*The dates listed on the insurance documents are as of producing this guide,, at the time of our visit, we'll provide you with the latest coverages dates.**

## General Liability Insurance

**ACORD CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 03/01/2018

INSURER: United Fire Group

INSURED: CARPET WAGON GLENDALE INC. DBA: Payless Kitchen Cabinets DBA: Payless Bath Makeover 3614 San Fernando Road Glendale, CA 91204

TYPE OF INSURANCE	INSURANCE NUMBER	POLICY NUMBER	ISSUE DATE	EXPIRES	LIMITS
<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	88325043		07/29/2017	07/29/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 100,000 MED EXP (Per one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB	88325043		07/29/2017	07/29/2018	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER: Proof Only

CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE: Richard Clinton

ACORD 25 (2010/05) The ACORD name and logo are registered marks of ACORD

## Workers Compensation Insurance

**ACORD CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 1/22/2018

INSURER: Security National Ins Company

INSURED: Carpet Wagon Glendale, Inc. DBA: Payless Kitchen Cabinets DBA: Payless Bath Makeover 3614 San Fernando Road Glendale CA 91204

TYPE OF INSURANCE	INSURANCE NUMBER	POLICY NUMBER	ISSUE DATE	EXPIRES	LIMITS
<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROFESSIONAL SERVICES EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N EMPLOYER'S BUSINESS DESCRIPTION OF OPERATIONS below	SA0C179683		12/31/2017	12/31/2018	E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER: certificate of insurance

CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE: Richard Clinton

ACORD 25 (2014/01) The ACORD name and logo are registered marks of ACORD

Questions?  
 Need More Information?  
 Call 866-482-0919  
[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)




# WHAT TO LOOK FOR:

## Contractors License & Bond

**Why It's Important:** You need to know if your contractor carries a current and valid license plus the classifications they are licensed for. This is the first document a contractor should present when meeting you.

The purpose of the bond is to help consumers who have been financially harmed as a result of a contractor's work by claiming their damages against the bond.



**CALIFORNIA CONTRACTOR'S LICENSE BOND**

**CARPET WAGON GLENDALE INC**  
 dba **PAYLESS KITCHEN CABINETS**  
 dba **PAYLESS BATH MAKEOVER**

License Number | Bond Number  
 913187 | G50902058238

BOND EXPIRATION DATE: 8/29/2018  
 SURETY COMPANY: Business Alliance Insurance Company  
 Producer Name: Statewide Commercial Renewals



CONTRACTORS  
 STATE LICENSE BOARD  
 ACTIVE LICENSE



License Number **913187**

Business Name **CARPET WAGON GLENDALE INC**  
**PAYLESS KITCHEN CABINETS**  
**PAYLESS BATH MAKEOVER**

Classification(s) **C15 C54 C-6**

Expiration Date **12/31/2018**

[www.cslb.ca.gov](http://www.cslb.ca.gov)



STATE OF CALIFORNIA

**CONTRACTORS STATE LICENSE BOARD**


Pursuant to Chapter 9 Division 3 of the Business and Professions Code and the Rules and Regulations of the Contractors State License Board, the Registrar of Contractors does hereby issue this licence to:

**CARPET WAGON GLENDALE INC**  
 dba **PAYLESS KITCHEN CABINETS**  
 dba **PAYLESS BATH MAKEOVER**  
 License Number **913187**

to engage in the business or act in the capacity of a contractor in the following classifications:

C15 - FLOORING AND FLOOR COVERING  
 C54 - TILE (CERAMIC AND MOSAIO)  
 C-6 - CABINET, MILLWORK AND FINISH CARPENTRY

Witness my hand and seal this day,  
 October 24, 2018  
**Issued April 1, 2008**  
 REPLACEMENT

  
 Agustin "Augie" Beltran, Board Chair



  
 Cindi A. Chirstenson, Registrar of Contractors

This license is the property of the Registrar of Contractors, is not transferable, and shall be returned to the Registrar upon demand when suspended, revoked, or invalidated for any reason. It becomes void if not renewed.

# REPUTATION



Questions?

Need More Information?

Call 866-482-0919

[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)

[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

You can tell a great deal about a contractor based on what others are saying about them - particularly their customers. You'll need to get a little tougher with the contractor to protect yourself, by following this guide, you can reassure yourself that their reputation is rock solid.



## WHAT TO LOOK FOR:

### References

**Why It's Important:** All reputable contractors carry pre-printed lists of references.

**Contact us so we can provide you the latest Client Reference List.**

**Plus, we've designed a New Client Support Program, where we connect new prospective clients with previous clients to inquire about their experiences with Payless Kitchen Cabinets.**



#### Our Best Advertising – Word of Mouth

K. Feddersen Residence	Corona	Complete Kitchen Remodel
M. McNulty Residence	Long Beach	Complete Kitchen Remodel
B. Gobb Residence	Menifee	Complete Kitchen Remodel
H. Lester Residence	Laguna Woods	Complete Kitchen Remodel
C. Ignacio Residence	Riverside	Complete Kitchen Remodel
S. Kubashack Residence	Trabuco Canyon	Complete Kitchen Remodel
L. Knox Residence	Los Angeles	Complete Kitchen Remodel
J. Torrey Residence	Simi Valley	Complete Kitchen Remodel
R. Baden Residence	Granada Hills	Complete Kitchen Remodel
T. Heuer Residence	Torrance	Complete Kitchen Remodel
V. Adams Residence	Monrovia	Complete Kitchen Remodel
P. Annakin Residence	Los Angeles	Complete Kitchen Remodel
K. Christensen Residence	Pasadena	Complete Kitchen Remodel
C. Kanno Residence	Redondo Beach	Complete Kitchen Remodel
W. Bentley Residence	Temecula	Complete Kitchen Remodel
B. Brown Residence	Altadena	Complete Kitchen Remodel
N. Puranaputra Residence	Los Angeles	Complete Kitchen Remodel
G. Harbeck Residence	Manhattan Beach	Complete Kitchen Remodel
J. Tam Residence	Monterey Park	Complete Kitchen Remodel
J. Flores	Whittier	Complete Kitchen Remodel
S. Brodi Residence	Castaic	Complete Kitchen Remodel
G. Ocegüera Residence	Fontana	Complete Kitchen Remodel
R. Ulmer Residence	Norwalk	Complete Kitchen Remodel

#### See What Our Clients Have to Say...





Questions?  
Need More Information?  
Call 866-482-0919  
[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)



## WHAT TO LOOK FOR:



## Awards & Accolades

**Why It's Important:** If a contractor has been doing a good job - they will most likely have been written about in a magazine or newspaper, received an award of some kind, or received special recognition from an association or trade organization.



*Payless*  
Kitchen Cabinets

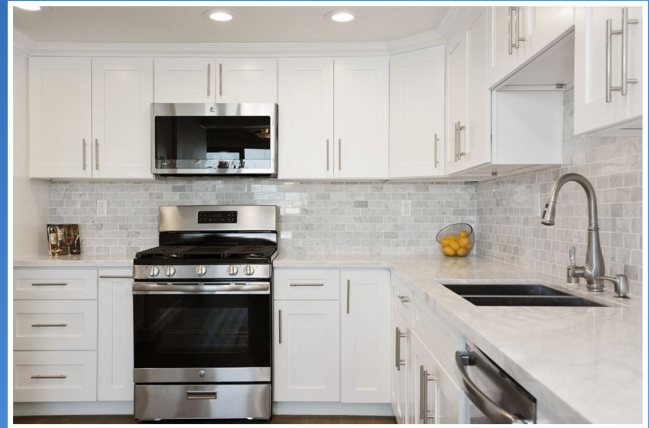
Fast, Affordable & Stunning Kitchens That Offer Luxury & Quality At Affordable Pre-Manufactured Prices!

Questions?  
Need More Information?  
Call 866-482-0919

[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

# PROFESSIONALISM

A good contractor doesn't just do good work. They also understand that, when dealing with customers, it's oftentimes the little things that make a big difference. You should find a contractor that shows you respect by the way they treat you, the way they look, the way they treat your property, and how they pay attention to details. Check any contractor you're considering against these standards of professionalism found on the next few pages.



## WHAT TO LOOK FOR:

## Detailed Proposal & Change Order

**Why It's Important:** Most contractors provide nothing in writing or a basic receipt or invoice. At minimum you should request a document that details the type and amount of materials to be used, estimates on measurements, time to be spent on job. This way, when comparing multiple estimates, you have a chance to do "apples to apples" comparisons.

**Payless Kitchen Cabinets**

**Additional Work**  
 **Change Order**

Client Name: \_\_\_\_\_ Invoice #: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Original Invoice Date: \_\_\_\_\_  
Work To Be Performed: \_\_\_\_\_

Additional Due for Above Revisions: \$ \_\_\_\_\_ Credit For Above Revisions \$ \_\_\_\_\_  
Date Paid: \_\_\_\_\_ Check # \_\_\_\_\_

By signing this document, you have read and agree with the above statement(s) of additional work or changes to be made to your original contract. Also, you have the authority to sign on behalf of all parties involved.

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_  
Payless Kitchen Cabinets' Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

**Payless Kitchen Cabinets** PAYLESS Kitchen Cabinet – Contractor – Home Improvement Contract  
3614 San Fernando Road, Glendale, California 91204  
Tel: (818) 937-9545 (800) 442-2773; License #913187

**INVOICE**

Buyer's Name	Date
Buyer's Street Address City Zip	
Project Address City Zip	
Bus. Phone Res. Phone Sales Representative	
Email Address	

**Final Contract Price:** \$ \_\_\_\_\_  
**SCHEDULE OF PAYMENTS**

Down Payment \$ \_\_\_\_\_

**THE DOWN PAYMENT MAY NOT EXCEED \$1,000 OR 10 PERCENT OF THE CONTRACT PRICE, WHICHEVER IS LESS**

REMEASURE	\$ _____
CABINETS INSTALLED	\$ _____
COUNTERTOP INSTALLED	\$ _____

Contract price reflects cash discount all payments to be made by cash or check only unless financed. No credit cards accepted.  
We agree that the details contained in the described documents, are correct and that additional charges will be made for any extra services, or extra terms and materials not specified in the above documents. Verbal representations or agreement, expressed or implied are not binding on the parties.

**Matters & Notices Discussed with Client**

ITEMS	Description of Project & Materials	YES	NO
1.	Demolition & Disposal (Damage and due it may cause removed)	YES	NO
2.	Plumbing, Painting, Plumbing and Electrical	YES	NO
3.	Flooring To be Ordered	YES	NO
4.	Contractor License Reviewed & Accepted	YES	NO
5.	Countertop Layout Reviewed & Accepted	YES	NO
6.	Installation & Connection of Appliances & Hood	YES	NO
7.	Delivery, Assembly, Leveling, Filing, Walling & Installation of Cabinets	YES	NO
8.	Installation of Knobs (must be available and ready to be installed)	YES	NO
9.	Finishing (discuss) 3 weeks after completion of work by client	YES	NO
10.	Crown Molding, Ewe Kick, Scribe, Molding, Panels (discuss)	YES	NO

Special Request: Skins, Glass, Roll Out Trays, Trash/Recycle Bin, Other \_\_\_\_\_

**List of Documents, Addendums, Exhibits, & Worksheets Part of this Agreement**

Item	YES	NO
A. Cabinet Diagram / Layout	YES	NO
B. Countertop Worksheet / Diagram	YES	NO
C. Flooring Worksheet / Diagram	YES	NO
D. Backsplash Worksheet / Diagram	YES	NO
E. Demolition Notes / Worksheet	YES	NO
F. Pre-Installation Acknowledgement	YES	NO
G. Finishing Worksheet	YES	NO
H. Other	YES	NO

**You are entitled to a completely filled in copy of this agreement, signed by both you and the contractor, before any work may be stated. The law requires that the contractor give you a notice explaining your right to cancel. Initial in the checkbox if the contractor has given you a 'Notice of Three-Day-Right to Cancel'**

Client Signature \_\_\_\_\_ Date \_\_\_\_\_ Company Representative \_\_\_\_\_ Date \_\_\_\_\_



# WHAT TO LOOK FOR:

Questions?  
Need More Information?  
Call 866-482-0919  
[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

## No Tricks, No Pressure Sales Specialist Agreement

**Why It's Important:** Many unethical contractors will resort to high-pressure sales tactics to get you to buy before you've had an opportunity to do proper due diligence on them. If you know nothing about the contractor prior to the sales call (from literature, references, online information) you should be wary.

We want you to know everything about us upfront prior to our appointment.

1. We'll invite you to speak with our previous clients
2. We'll send you a link to different social sites so you can check us out
3. We'll send you a link to the CSLB page so you can verify our license
4. We'll send you a link as to who's coming to your home, including the profile page of the specialist assigned to your project.
5. We'll bring along all this information and leave it behind for you.

All Payless Kitchen Cabinets, Sales Specialists sign a "Zero Sales Pressure Agreement" that is also signed by the sales manager to pledge that they will handle sales situations in a respectful way.



### SALES SPECIALIST "CLIENT RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a sales specialist for Payless Kitchen Cabinets, you must agree to abide by the principles and precepts of our Code of Ethics & Competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I \_\_\_\_\_ agree to abide by these guidelines when working with prospective clients/current clients for Payless Kitchen Cabinets.

1. I will not smoke inside the client's home.
2. I will not use foul language on the jobsite.
3. I will respect the client's time by being punctual.
4. In the event I cannot be on time, I will call to alert the client and reschedule if necessary.
5. I will keep my clothing neat and clean.
6. I will respect the client's telephones, bathrooms, parking spaces, etc.
7. I will earnestly strive to find the best solution for each client's needs.
8. I will not utilize high-pressure techniques to force clients to comply with my requests.
9. I will not sell products or services to clients when they are financially unable to manage the investment.
10. I will give all my clients a fair price and a fair opportunity to consider their options.
11. I will also make client aware of any temporary offers that may be available.
12. I will educate my clients on all sides of the purchase decision being made.
13. I will give my clients the opportunity to express any concerns they have and work to resolve them.
14. In the event that the client is not ready to move forward, I will respect their decision.

\_\_\_\_\_  
SALES SPECIALIST SIGNATURE

\_\_\_\_\_  
DATE



Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!



# WHAT TO LOOK FOR:

## Job Cleanup Roster

**Why It's Important:** Your home and yard should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total home clean-up should take place. Make sure your contractor has a pre-determined daily jobsite cleanup routine, and a more thorough cleanup routine upon completion of the job. All Payless Kitchen Cabinets Installers follow this multi-step cleanup roster at the end of EVERY SINGLE DAY. Show this roster to other contractors.

**Payless Kitchen Cabinets**

**10 POINT JOBSITE CLEANUP ROSTER**

As an installer for Payless Kitchen Cabinets, you must agree to abide by the principles and precepts of our Code of Ethics & Competency. Any violation of these principles will be grounds for written warning or termination.

I \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers for Payless Kitchen Cabinets.

**DAILY CLEANUP**

- Entire jobsite is to be patrolled and cleaned for trash, including:
  - Soda cans, drink bottles, cups, etc.
  - Food items, bags, containers, etc.
  - Miscellaneous trash
- Small hand tools will be removed from the jobsite daily.
- Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner.
- Any materials that will be left on the jobsite will be neatly organized and stored.
- Any hazardous materials will be either removed completely or tightly secured.
- Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of.
- Work area will be patrolled to remove any nails, screws, and other sharp objects.
- Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage.
- Any work areas that leave your home exposed overnight will be covered with plastic tarps and securely taped.
- Work area will be swept with a push broom daily (where applicable).

**AT THE CONCLUSION OF THE JOB**

- Entire work area and yard will be patrolled for trash, debris, materials, etc.
- Magnetic nail locator will be used to find nails, screws, and other debris in customer's lawn.
- Customer lawn will be restored to pre-job condition if damage has occurred as a result of job.
- Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary.
- Cleanup not complete until customer signs off on the **Walk Through Sheet**.

INSTALLER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

PROJECT COORDINATOR SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Questions?  
 Need More Information?  
 Call 866-482-0919  
[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

## Worker Conduct Agreement

**Why It's Important:** This compliance agreement, signed by the workers, is a 17-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All Payless Kitchen Cabinets Installers sign a "Worker Conduct Agreement" that is also signed by our project coordinator to pledge that they will conduct themselves in a respectful and courteous manner.

**Payless Kitchen Cabinets**

**WORKER CONDUCT COMPLIANCE AGREEMENT**

As an installer for Payless Kitchen Cabinets, you must agree to abide by the principles and precepts of our Code of Ethics & Competency. Any violation of these principles will be grounds for written warning or termination.

I \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers for Payless Kitchen Cabinets

**FOR ALL WORKERS**

- I will respect the clients time by being punctual
- In the event I cannot be on time, I will call to alert the client and reschedule if necessary.
- I will greet client in a positive manner
- I will introduce myself and anyone else on my team.
- I will review the work scope with the client.
- I will request client to verify all materials prior to beginning my installation process.
- I will not smoke inside the client's home.
- I will not use foul language on the jobsite.
- I will not consume alcohol or drugs on the jobsite.
- I will play any radios or music on the jobsite quietly.
- I will keep my clothing neat and clean.
- I will respect the client's telephones, bathrooms, parking spaces, etc.
- I will strive to keep dirt and messes to a minimum.
- I will put trash in the proper container and leave the jobsite clean at the end of each work day.
- I will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day.
- I will do a review and conduct a walk through with the client of the work completed.

INSTALLER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

PROJECT COORDINATOR SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



Fast, Affordable & Stunning Kitchens That Offer Luxury & Quality At Affordable Pre-Manufactured Prices!

# WORKMANSHIP

Questions?

Need More Information?

Call 866-482-0919

[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)

[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)



Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. Remember, the most expensive remodel is the one you have to do twice. As you evaluate a contractor, look for signs that they can do the job right the first time.



*Payless*  
Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!



# Payless Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!

# FREQUENTLY ASKED QUESTIONS

Questions?  
Need More Information?  
Call 866-482-0919  
[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)  
[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

**Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?**

A: Look for some of these telltale signs of contractors who may not be trusted.

- Main phone numbers that ring to cell phones
- Main phone numbers that are never answered by receptionists
- No business cards
- No company logo on work clothes/uniform
- Few references available
- Prices that are unusually low compared to other competitors
- Unresolved BBB complaints or no report at all
- No website or very poor website
- Ability to start on your job immediately - No backlog
- Unwillingness to give any information

## **An Ounce Of Prevention...**

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high - your home and your wallet - that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

**Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?**

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

**Q: Can a contractor just "fake" these standards?**

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

**Q: What if a contractor SAYS they can do all these things, but can't show the proof?**

A: Don't settle for lip service. Request to see documentation for the standards on the checklist at the end of this guide.

*Payless*  
Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!

Questions?  
Need More Information?

Call 866-482-0919

[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)

[info@paylesskitchencabinets.com](mailto:info@paylesskitchencabinets.com)

# IN CONCLUSION

When you're hiring someone to do any type of work in your home, remember it's your money and your home. Be sure you get everything in writing, ask all the questions on your mind and clearly understand the answers you receive.

Please give us a call if we have not already set up an appointment, we'll be happy to come out to your home to answer your questions and concerns. At the appointment we can also determine if we can meet your remodeling needs. We provide this as a FREE, NO OBLIGATION service for you and your family.

Hopefully we can show you, as we have thousands of others, how we can provide you with a fast, affordable and stunning kitchen - something to be really proud of!

Remember that when Payless Kitchen Cabinets visits your home, we are not going to use high-pressure sales tactics. It is simply a chance for you to meet with us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to be derived from working with us, we simply leave and that is that. If, however, you do find that you would like our help, we will discuss how we proceed from there.

Best of luck with your kitchen remodeling plans!

Sincerely,

Payless Kitchen Cabinets Team

*Payless*  
Kitchen Cabinets

Fast, Affordable & Stunning Kitchens That Offer Luxury  
& Quality At Affordable Pre-Manufactured Prices!



**Payless**  
**Kitchen Cabinets**  
Fast, Affordable & Stunning Kitchens That Offer Luxury &  
Quality At Affordable Pre-Manufactured Prices!

Questions? Need More Information?

**Call 866-482-0919**

**[www.PaylessKitchenCabinets.com](http://www.PaylessKitchenCabinets.com)**

3614 San Fernando Rd. Glendale, CA 91204