

# CLIENT ONBOARDING PROCESS

## 1. DECISION STAGE

- Define the scope of your project
- Kitchen? Kitchen and breakfast area?
- Entire home? Main level?
- If you don't have a defined area, by the time you get quotes, you will not be able to compare apples to apples.



## 2. BUDGET STAGE

- How much are you willing to invest?
- Will you finance this project by credit, savings, or loan? Regardless of how much things cost, only YOU know how deep your pockets are. You can always adjust up or down.



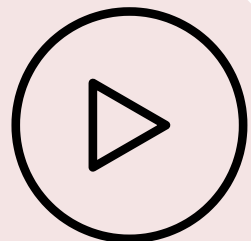
## 3. DESIGN STAGE

- How much of a change will this be? Is this a complete gutting with wall removal? Replace fixtures?
- Will your design idea fit in your budget? A clear plan on the level of renovation is crucial for quotes.



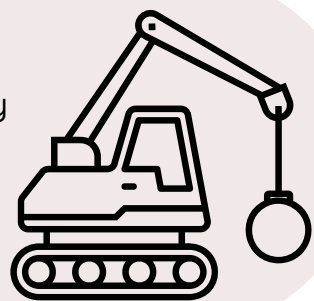
## 4. VISUALIZING STAGE

- Once you have a clear vision, bring it to life- understand exactly how your biggest investment will come together.
- A 3D render gives you a flexible starting point to refine and perfect every detail. This small investment can save you thousands down the road.



## 5. GET QUOTES

- Now that your plan has taken shape, you're ready to get quotes from general contractors.
- Contact 2-3 verified contractors and present the same plan to each, and compare.



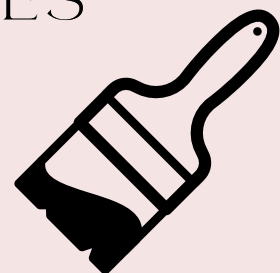
## 6. READ THE FINE PRINT

- Make sure you understand exactly what's included- labor, materials, allowances, and payment milestones.
- Carefully review the details so you're clear on total costs upfront and can avoid surprises later.



## 7. ASK FOR REFERENCES

- Ask for references, talk to past clients, and get recommendations from people you trust.
- Check online reviews and trust your judgement- there are plenty of ways to vet your contractor before committing.



## 8. ASK BEFORE YOU START

- Ask key questions about timeline, potential delays, living arrangements, and warranties.
- Clear answers upfront help you avoid surprises and move forward with confidence.

