



CABINET AND COUNTERTOP REPLACEMENT PROGRAM

A how-to guide for CHF BC member co-ops

1. Complete a CHF BC Cabinet and Countertop Program Account Set-up

(If your co-op doesn't already have an account.)

This form outlines the obligations of both your co-op and CHF BC with respect to the cabinet and countertop replacement program and must be completed and sent to CHF BC prior to using the program. If an authorized signatory or designated contact changes, your co-op will need to submit a new form.

2. Contact CHF BC to discuss products or to get a quote

CHF BC's cabinet and countertop supplier is Danube Kitchens. Contact CHF BC at 604-323-2027 or cabinets@chf.bc.ca, to discuss product options and recommendations based on your co-op's needs. Danube can take measurements and provide you with a detailed quote of product and installation costs.

3. Review your quotes carefully

Check unit numbers, products and colours chosen for each unit, installation services to be included and prices. If there are any discrepancies or if you have any questions, contact Laurie Hourie at CHF BC at 604-323-2027 or cabinets@chf.bc.ca.

4. Sign Work Order/Invoice

Once you have approved the quote and arranged installation date/s, CHF BC will forward a **Work Order/Invoice** form that **must be signed** by the authorized flooring person/s within your co-op (as listed on your Cabinet and Countertop Program Account Set-up). The Work Order/Invoice must be received by CHF BC (via email, mail or fax to 604-879-4611) **before work can begin**.

5. Notify members and prep for installation

It is your co-op's responsibility to arrange installation schedules with your members. Please ensure that members are advised of installation dates and times and that they have their units ready. If necessary, arrange for key pick-up or for someone to let the installation crew in. Give each member the **Prepare Your Unit** and **Quality Control** forms. All forms are available on CHF BC's website, www.chf.bc.ca or by calling CHF BC at 604-323-2027.

6. Inspect completed work

Inspect the work upon completion and complete and return the Quality Control form for each unit. If there are any problems, advise CHF BC. We will arrange a suitable time for the installers to return to correct them.

7. Pay invoice

Forward full payment to: CHF BC, 220 – 1651 Commercial Drive, Vancouver, BC V5L 3Y3.

8. If not completely satisfied, contact CHF BC promptly

To ensure your complete satisfaction, CHF BC with holds 10% of payment to the supplier for 30 days following installation. If there are any problems with products and/or installation, please notify Arnold Sang as soon as possible at 604-879-5111 (extension 138) or asang@chf.bc.ca.

