



the
**CLOSET
WORKS** *inc.*

Custom Design Process

Contact

Step 1

You reach out to us and we discuss the nature of your project with you.

Consult

Step 2

Our experienced Designers will come to your home and determine your exact needs.

Design

Step 3

Your Designer will email your drawings detailing all of the specifics of your project.

Decision

Step 4

Once the design is finalized, our Installation Manager will be in touch.

Production

Step 5

Components for your job will be cut, milled and edged to exact standards.

Installation

Step 6

The day you have been waiting for. Our professional installation crew will arrive at your house and get to work.

YOU CONTACT US

At **The Closet Works**, we get excited about helping people solve their home organization challenges. So, when you first reach out to us, you're sure to get someone eager to help you create a solution that's perfect for you.

OUR STAFF WILL...



Discuss the nature of your project and what you have in mind.



Arrange a **free in-home consultation** with an experienced Designer. This consultation is a chance to sit with an expert who will help to create your vision.



YOU MAY ALSO...

We encourage you to visit our showroom and see our products either before or after your appointment with a Designer. This is a great chance to see the exceptional quality of our material and craftsmanship. Hopefully, we will inspire you when you see examples of our products. Find out what our customers are saying [here](#).

We are sure you will enjoy browsing through the widest array of accessories, colors, finishes and textures available in the industry today. A knowledgeable member of our staff will be happy to walk you through our display and answer questions about our products and process.



Congrats! You are on your way to finding out more about what we can do for you.

THE DESIGN CONSULTATION

All of **The Closet Works** projects start with a free, no obligation consultation. One of our highly trained and experienced Designers will come to you—they'll be wearing an official ID badge so you can feel confident about whom you're letting into your home.

YOUR DESIGNER WILL...



Pay attention to the specific items in your wardrobe to ensure that your storage solution provides maximum efficiency and accessibility.



Consider the needs of each person who uses the closet so all of the features provide the utmost in form and function.



Introduce you to all the different options that are available for storing your belongings. Intelligent utilization of drawers, counter tops, incredible accessories and special features can really make your project exceptionally functional and beautiful.



Carefully examine obstructions such as light fixtures, access panels, light switches, outlets and HVAC outlets and returns to ensure the design does not interfere with any existing structures and neutralizes any potential issues.

WE LISTEN...

We want to find out exactly what you want and need. We consider your available space, your specific requirements and your personal taste and style.

That means we ask a lot of questions to learn about your organization and storage needs, problems and preferences in order to design a custom solution that's right for you.



Congrats! We can now begin working on the most efficient and beautiful use of your space.

STEP 3

THE DESIGN

You'll receive your custom closet design from **The Closet Works**. If you have any questions, this is a great time to ask your Designer.

WITHIN 48 HOURS...



You'll receive an email from your Designer with your customized drawing detailing your design and options. These plans are reasonably self-explanatory and include both elevation and perspective views as well as a 3D rendering. This will detail everything in your closet—including measurements and accessories. Please call your Designer should you have any questions.



THE NEXT DAY...

Your Designer will call you to ensure that you have received the designs. At this point, you can discuss the plans in detail and make any modifications you might desire.



Congrats! Your dream closet comes to life—revise and refine it until it is perfect.

THE DECISION

Congratulations! You have worked with your Designer to ensure your plans reflect all of your needs and desires, and you decided to pursue this project with the *The Closet Works*.

YOUR DESIGNER WILL...



Send you final drawings and a computer-generated Sales Agreement via DocuSign.



Require a 50% deposit at the time of the order. You can send a check or call our office to pay by credit card.



AFTER THE PAPERWORK FORMALITIES ARE COMPLETE...

Your project will move into engineering for processing. Then, your design is given to the manufacturing department where our expert craftsmen will begin to build your dream.

Our Service Manager will get in touch to arrange a convenient time for installation.



Congrats! You've made the decision to work with a company who values your satisfaction above all else.

STEP 5

PRODUCTION

This one is all on **The Closet Works**—you don't have to do anything.

IN THIS PHASE...



The various components for your job will be cut, milled, machined and edged to exacting standards on our state of the art machinery, assuring proper fit and finish.



Rigorous quality assurance procedures throughout the manufacturing process help to ensure that we deliver the highest quality product available.



WE WANT YOU TO KNOW...

Because of our exceptional quality, pricing and customer service, we are very busy. Our typical production time is 3 to 4 weeks. However, during busy periods delivery can sometimes take 5 to 7 weeks. The best way to expedite your project is to get the paperwork back promptly.

This is important to take into consideration when coordinating events such as holidays, hosting guests, closing on the sale of your home, or other factors such as painting, flooring or other construction issues.



Congrats! Your installation is right around the corner.

INSTALLATION

Your special and exciting day has arrived! **The Closet Works** professional installation crew will arrive at your house and get to work. Our vans are clearly identifiable and your Installer will be wearing their uniform and identification badge.

PRIOR TO OUR ARRIVAL...



You will need to remove any clothing, furniture, electronics or other items from the area where we'll be working.



A brand-new organization system always looks better with freshly painted walls so we encourage you to have this done before installation day.



PLAN TO BE HOME...

It is best if you're home during installation so that any questions can be addressed. If there is a problem during installation, our Installers will identify it and let you know how we're going to fix it. The job is not done until it is to your complete satisfaction. When we're through, we'll wipe down the units and vacuum the area thoroughly.

Our crew will provide you with an invoice, showing the remaining balance payment which is due at that time.



Congrats! You can start living a more organized life!

ALL DONE

ENJOY!

After the **The Closet Works** installation crew leaves, you can put your belongings away in your new closet, and rest easy knowing that our work is guaranteed for life.

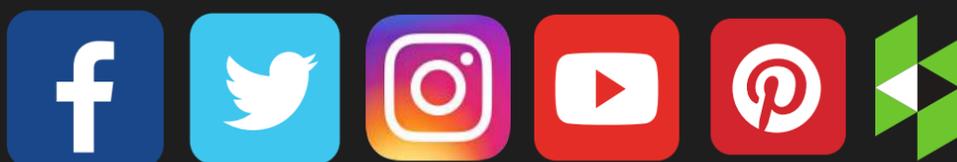
OUR GOAL IS...



You'll be thrilled with your new closet, and if you are, please don't keep it to yourself—often our clients refer us to their family, friends and colleagues. We invite you to spread the word. As a token of our gratitude for your confidence in us, we'll send you a VISA or AMEX gift card if your referral becomes a customer. It's just our way of saying thank you for your loyalty and appreciation of your efforts.



Please connect with us on social media, follow and like us.



THANK YOU...

Thanks for reading our custom design guide. For three decades, we've provided high quality and affordable solutions for all our customers' organization needs. Please visit our website and see the various ways we can help you organize your life. Your complete satisfaction is always our number one priority.



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www.closetworksinc.com