



Installation Policies and Procedures

Thank you for choosing Howard Payne Company as your appliance provider. We promise to do our best to make sure that your new kitchen turns out great. The following items detail the procedure for installation so your project can move along as smoothly and efficiently as possible. Please take a moment to read this page and familiarize yourself with our policies.

Scheduling: HPC Installation requires a lead time of 4-6 weeks. Please confirm your date no less than two weeks prior to delivery/installation. Once your date is locked in, it is often very difficult to reschedule your installation. We understand that unexpected delays sometimes do occur and we will do our best to get your job rescheduled. Please make sure your contractors are aware of this and can complete their tasks before we come out. If your installation has to be rescheduled, it is possible that your job could be delayed several weeks.

Scope of Work: Our installers are some of the best in Atlanta, and are fully trained to complete installations properly. We will install all specified appliances provided all mechanicals are in their proper locations as specified by the appliance manufacturer and all of the cabinet openings are correct. However, there are certain things we cannot do. We cannot modify the following items: gas lines, water lines, electrical lines or connections, cabinetry, or HVAC. Any minor cabinet opening modifications or minor ducting modifications that have to be performed by HPC Installation may incur additional charges. HPC Installation cannot install appliances that were not purchased from Howard Payne Company due to liability reasons.

Return Visits: Any return trip HPC Installation has to make outside of your scheduled date because of contractor error, will result in an additional trip charge of \$175.00. We will work the completion of your job into our schedule as soon as possible, but we cannot promise how soon that will be.

Pre-planning: Howard Payne Company will be happy to provide you with all necessary specifications and dimensions relating to the appliances you have selected. If you are uncertain if something is correct, please contact Howard Payne Company to have your questions answered, but remember to allow yourself enough time to make any corrections prior to your installation date.