



# CUSTOMER CARE *Package*

# ABOUT *As*

Established in 1947, Starkey & Christoe is a family run cabinet making business located in Lawnton, Brisbane. Committed to providing exceptional customer service and outstanding quality products, this business has managed to develop and maintain a reputation that is unrivalled in the industry to this day.

At Starkey & Christoe, we understand that planning, designing and installing new cabinetry can be daunting. However, we want to empower you to enjoy this process and as such, have put together a care package that, whilst not an exhaustive list of options, is designed to assist you in making stylistic and practical choices that you won't regret. Additionally, this document includes some key details about the timeline and payment process so that you feel prepared for the journey ahead.

## THIS DOCUMENT CONTAINS THE FOLLOWING:

- Client's role
- Timeline and work flow including payment process
- Design recommendations
- Products
- Suppliers and warranty information.





A dimly lit bathroom featuring a white vanity with two round sinks and arched mirrors. The vanity has drawers with round knobs and open shelving. The walls are tiled, and the floor has a patterned tile. A towel hangs on a ring on the right side.

# CLIENT'S *Role*

Planning, designing and installing cabinetry that meets your needs is a process that requires teamwork. As you partner with Starkey & Christoe to bring your design dreams to life, there are a few things that you can do to make this process as smooth as possible.

## INSPIRATION

Firstly, it is essential that you research the way you want your new cabinetry to look. The best way to do this is to begin by finding inspiration through the design choices of others.

You are more than welcome to bring photos of inspiration into your colour consultation meeting. As such, two helpful sites include [pinterest.com](https://www.pinterest.com) and [houzz.com.au](https://www.houzz.com.au)

Start by locating images of cabinetry you love and then see if you can identify the common features between the photos that stand out to you. Pay close attention to the finer details such as:

- door fronts as either flat or profiled,
- handles or knobs,
- colour combinations in conjunction with flooring and lighting options,
- splashbacks, layouts and fixtures.

To ensure the end product meets your expectations, try to ensure images of inspiration contain elements that reflect the state or style of your current home.

## PRODUCT RESEARCH

Secondly, it is important that you investigate the products that are available to you so that you are appropriately informed. This document contains a summary of the products we use as well as a list of our suppliers. Please read this information carefully and access the relevant hyperlinks so that you are prepared to discuss those options in your one-hour colour consultation meeting. Again, please feel free to bring images of the options you most prefer so that we can ensure the time we have is used wisely.

## APPLIANCES

Finally, because appliances are such an important part of the process, the sooner you decide on these options, the better. Please send us the specifications of all of your appliances as soon as they are purchased.

# THE *Process*

## INITIAL PLAN & QUOTE

- Quote developed based on plans or site measure then distributed via email
- Later adjusted to reflect material selection

### Client Response

- **Acceptance of initial quote returned via email**

## REVISED PLAN & QUOTE

### Client Preparation

- **Consider style, colour palate and material options based on given design recommendations and supplier details**

### Colour Consultation

- One-hour showroom meeting to discuss style, colour and materials selection
- Revised quote and contract including material and colour selection distributed via email

### Client Response

- **Acceptance of revised quote and contract including colour selection form requiring signature and returned via email**
- **20% of contracted price paid via bank transfer**

### FINAL CONFIRMATION

#### Check Measure

- Site visit to confirm details

### Client Response

- **NB: All appliance specifications must be sent via email prior to construction commencement**
- **60% of revised quote paid via bank transfer**

## CONSTRUCTION & INSTALL

### Construction (4-8 weeks)

- Finalise and install of all joinery and laminate benchtops installed (if required)
- Stone check measure on site
- Stone delivery and installation
- Stone Benchtops (additional 7-10 working days (20mm) or 10-14 working days (40mm) after cabinet installation)

### Client Response

- **Remaining 20% balance paid via bank transfer on completion**

# DESIGN

## *Recommendations*

**In preparing for your colour consultation, it's important to ensure you have considered a number of factors that will influence the choices you make.**

### RE-SALE VALUE

Whether you're starting fresh or renovating, one of the key things to consider when designing cabinetry is re-sale value. Whilst you may not intend on changing residences, planning for the future is always wise and as such, stylistic choices should, as much as possible, remain consistent throughout the home. This suggests that one of the first things to consider is the style of residence.

Some of the most common styles are as follows:

- Colonial
- Minimalist
- Contemporary.

Try to identify which style is already evident within the home and align your cabinetry choices with these elements. This includes decisions regarding door profiles, handles/knobs, benchtops and kickboards/bulkheads.

### COLOUR SELECTION

Clients often ask for the most 'timeless' option. Realistically, all styles do come and go, but by following some simple guidelines, you can accommodate these changes and ensure your cabinetry is something you never tire of.

The first guideline is regarding organic options. By selecting natural materials such as stone or timber, you are better positioned to ensure a timeless finish. These options can be used throughout the home and should be considered in relation to flooring and lighting choices.

Secondly, use of some strategic colour combinations can ensure your space is able to accommodate cyclical trends. Remembering the importance of prioritising re-sale value, it is recommended that unique design choices are reserved for temporary fixtures such as decorative accessories.

Consequently, when selecting permanent fixtures such as cupboard doors, benchtops and tiles, the following colour combinations are recommended:

- White on white
- Black and white with additional grey tones to soften the palate
- Natural / sandy tones.

Please note that lighter colour combinations also assist in making smaller spaces appear larger.



# PRODUCTS

When planning for the installation of new cabinetry, it's important to consider the product type that will be most appropriate for your home. These details are often dependent upon purpose and affordability. Before meeting with the Starkey & Christoe Colour Consultancy Team, it's important to know which products you are wanting to use. Below is a summary of the available options.



## HARDWARE

As standard, Starkey & Christoe uses high quality hardware which come with a lifetime guarantee.

## BENCHTOPS

### Laminated

Laminated Bench Tops are the most common choice as they are reasonably priced, easy to clean and available in a wide range of colours and textures. Additionally, the nonporous surface reduces the growth of bacteria and makes the surface stain resistant.

### Reconstituted Stone

Popular due to its intense durability, this engineered stone has grown in popularity due to its elegant and timeless look. Generally, 90% pure crushed quartz, this product is the most scratch, stain, heat and bacteria resistant of all bench top surfaces.

### Solid Surface

Offering a completely seamless finish, Solid Surface Tops are popular in both domestic and commercial buildings and are available in matte, satin, semi- and high-gloss finishes within a variety of colours and patterns.

### Stainless Steel

Generally used for commercial applications or outdoor kitchens, Stainless Steel Bench Tops are known for their durability and bacteria-resistant surface.

## DOORS

### 2 Pack

Similar to vinyl, 2 Pack allows for routed face design but with the additional effect of being painted around the edges. Available in any colour, this polyurethane paint makes the product water resistant, highly durable and creates a seamless finish in either high gloss, satin or matte.

### Melamine

Melamine/laminate is the most popular material for cupboard doors as it is reasonably priced and highly durable due to the impact resistant edge. Additionally, it is available in a wide range of colours, wood grains and patterns to suit any style.

### Vinyl

Vinyl doors are popular due to the reasonable price, durability and versatility of the product as it allows for routed face designs which creates a more specialized finish.

### Natural Timber

Natural Timber Doors are timeless due to the organic nature of the material. Covered in a clear 2 Pack finish, they are both durable and beautiful.

View our supplier's website [here](#)





# SUPPLIERS & *Warranty*

Committed to providing the best quality product at the most reasonable price, Starkey & Christoe has developed and maintained a long-standing relationship with a number of key suppliers. Below is the list of each of our suppliers and a small summary of the warranty details as available online. Starkey & Christoe is not liable should those details change in any way. Links to all supplier websites are accessible via the "Suppliers" tab on the Starkey & Christoe website.

<b>HARDWARE</b>	<p><b>Blum</b> Blum Hardware is manufactured in Austria and comes with a lifetime guarantee.</p>
	<p><b>DTC</b> Limited lifetime warranty.</p>
<b>BENCHTOPS</b>	<p><b>Caesarstone®</b> Every Caesarstone® product comes with a comprehensive 10 Year Limited Warranty.</p>
	<p><b>Smartstone</b> All Smartstone quartz surfaces carry a 15 Year limited warranty.</p>
	<p><b>Lithostone</b> 15 Year Warranty</p>
<b>DOOR &amp; BENCHTOPS</b>	<p><b>Polytec</b> Polytec provide a limited seven 7 Year warranty on all door products which ensures against design, workmanship and manufacturing defects. If used in a commercial application the warranty term is for 12 months from the date of purchase.</p>
	<p><b>Formica</b> All Formica products come with a minimum 7 Year limited warranty.</p>
	<p><b>Laminex</b> Laminex upholds a “Limited Product Warranty” ranging from 7 to 15 Years. This is accessible via the Laminex website.</p>

*Please note that most suppliers require registration of product in order to uphold the warranty.*



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