YOUR FURNITURE PROJECT, START TO FINISH

One local team. No surprises.

A furniture project has more moving parts than most people expect. This page shows the whole process, start to finish, and what happens at each step. One Kennedy team plans, specifies, and installs it, and we stay involved until the work is done right.

A TYPICAL PROJECT AT A GLANCE



Most projects run 3 to 5 months from first meeting to installation. Quick-ship product can be faster.

Bar lengths are proportional to typical maximums. Every project is different; your Kennedy rep confirms dates for your order.

1 Discovery & Planning

1 TO 2 WEEKS

- Goals, priorities, and the look you want for the space
- Operational needs, existing drawings, and floor plans
- Timeline and budget, discussed openly and up front

2a Design & Product Selection

2A AND 2B: 2 TO 6 WEEKS

- Product recommendations from your Kennedy designer
- Preliminary layout and space plan
- Fabric and finish selection
- An initial quote for budgeting, at the price tier you're targeting

2b Final Design & Approval

2A AND 2B: 2 TO 6 WEEKS

- Final floor plan, renderings, finishes, and bill of materials
- Two rounds of revisions are typical. More than that adds time
- Your approval locks the design

3 Proposal & Ordering

SIGNATURE AND DEPOSIT

- Proposal review: product, installation scope, and schedule
- Signed proposal and deposit release the order
- Kennedy audits every purchase order before it goes to the factory
- Order acknowledgement with a confirmed ship date

MILESTONE **Signed Proposal & Orders Released**

4 Manufacturing

4 TO 12+ WEEKS

- Lead time is set by the manufacturer and depends on product, availability, factory workload, and holidays
- Kennedy tracks the order and passes along any change in ship date as soon as we know
- Everything is received and inspected at our warehouse before it comes to you

5 Installation & Completion

1 TO 5 DAYS

- Product received, inspected, and staged in Kennedy's warehouse
- Delivery, installation, and site readiness coordinated by your rep
- Final walkthrough with you; punch items noted and resolved

MILESTONE **Substantial Completion**

6 Ongoing Support

REPAIR LABOR AT NO CHARGE, FIRST YEAR

- Kennedy files warranty claims with the manufacturer and handles repair labor at no charge for the first year
- Service and reconfigurations after that. Same team, same accountability

ONE TEAM, START TO FINISH

Your account representative is your single point of contact for the whole project, backed by the full Kennedy furniture team.

In-house designer · Project manager · Warehouse & staging · Install crew · Warranty & service

THE DETAILS

What happens, and when.

Quotes and proposals

- An initial budget quote comes during Design so you can plan before anything is finalized.
- The formal proposal follows final design approval and covers product, delivery, installation, and schedule.
- Proposals are valid for 30 days. Manufacturer pricing and freight change without notice, so we revalidate after that.

Deposit and payment

- A 50% deposit with your signed proposal releases the order.
- Balance is due at completion of installation. If a punch list remains, we bill for everything installed and bill the punch items when they're done.
- We accept check, ACH, credit card with a processing fee, and approved commercial accounts.

Lead times

- Lead times are set by the manufacturer and are estimates, not guarantees.
- In-stock and quick-ship product: 1 to 2 weeks
- Standard manufacturer lead time: 4 to 12+ weeks
- Custom finishes, large casegoods orders, and holiday periods run longer.
- If a manufacturer notifies us of a delay, you hear from us as soon as we know.

Where changes stop

- Most furniture is built to order. Before the order is released, changes can usually be accommodated.
- Once released, changes are limited. Special-order product can't be returned, and cancellations after release carry the manufacturer's charges, so we confirm colors, dimensions, and quantities with you before release.

Delivery and installation

- We contact you to schedule once your product is in our warehouse, with 5 business days' notice.
- Installation runs one to five days depending on scope. Your account rep stays your single point of contact, backed by the full Kennedy furniture team.
- Kennedy installs the power and data components built into the furniture. Connecting workstations to building power is electrical work, so an electrician you hire makes that connection.
- The crew walks the space with you at completion to confirm everything is right.

Walkthrough and punch list

- Note anything at the walkthrough or within 5 business days.
- Fixes from our warehouse happen quickly. If a part has to be reordered, it follows the manufacturer's lead time. We keep you posted either way.
- Kennedy handles reorders and swaps. You don't re-coordinate anything.

HOW YOU KEEP YOUR PROJECT ON SCHEDULE

Most of the timeline is in our hands. A few points are in yours, and they make the biggest difference.

STEP 1

Tell us about the site early. Loading dock, elevator, stair carry, after-hours access, power and data. We asked in your first meeting for a reason: it sets crew size and schedule.

STEP 2

Decide finishes promptly. Every added option or revision extends the Design phase. Naming one decision maker keeps it moving.

STEP 3

Sign and deposit on time. Nothing goes to the factory until the proposal is signed and the deposit is in. The lead-time clock starts at release, not at design approval.

STEP 3

Lock the scope before release. Changes after release are limited, special-order product can't be returned, and cancellations carry the manufacturer's charges.

STEP 5

Have the space ready. Cleared of old furniture, construction complete, power locations confirmed, and an electrician lined up if workstations need to be connected to building power. Site readiness is the most common reason an install date moves.

Your Kennedy team

Account Representative _____

Contact Information _____

Designer / Space Planner: Sarah Troxell

Questions at any stage?

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800-733-9401
3609 Bastion Lane, Raleigh, NC 27604

YOUR PROJECT

Next steps and project milestones.

Thank you for partnering with Kennedy Office & Furniture. This page keeps your project organized and on schedule. The Step column matches the process on page 1.

Customer Contact _____

Kennedy Representative _____

Contact Information _____

#	STEP	ACTION ITEM	TARGET DATE	DONE
1	1	Discovery Meeting		☐
2	1	Site Measure / Floor Plans		☐
3	2a	Initial Design Review		☐
4	2a	Finish & Product Selections		☐
5	2b	Final Design Approval		☐
6	3	Proposal Review		☐
7	3	Order Placement		☐
8	5	Pre-Installation Meeting		☐
9	5	Delivery & Installation		☐
10	5	Final Walkthrough / Punch List		☐

NOTES & ACTION ITEMS

Typical project timeline Discovery 1 to 2 weeks · Design & Approvals 2 to 6 weeks · Manufacturing 4 to 12+ weeks · Installation 1 to 5 days