



# CabParts Online

## Frequently Asked Questions:

### Contents:

- 1) [What happens after I submit my order ?](#)
- 2) [How do I contact CabParts if I need help?](#)
- 3) [Have hinge plate, hinge cup, or line drilling changed in this new program?](#)
- 4) [What if I cannot find a material \(panel, edgeband, slab door material, etc.\) listed as available in the Online program?](#)
- 5) [What if CabParts Online does not include a cabinet I need, or I cannot adjust an existing cabinet to get the results I want?](#)
- 6) [What do I do if I have different rooms or sets of cabinets with different case materials or different edgebanding?](#)
- 7) [What do I do if I use the same general information over and over in my orders?](#)
- 8) [What if I need a tall cabinet - not included in the catalog - that has features I need?](#)
- 9) [What if I want to supply my own materials for the job?](#)

### 1) What happens after I submit my order ?

**A: Once submitted**, your order is reviewed by a CabParts Sales Representative, who will contact you if they have any questions or concerns. They will calculate any charges or credits, including freight, sales taxes, custom item or materials orders, etc., and return the Order to you. Your order status will change to “Pending Confirmation”. After you review and agree to the final order details, you then change the status to “Accepted”, which Approves your Order for Production. Once we receive your down payment, your order will be placed in line for production.

**B: Can CabParts see or help with my order after I submit it?** Your quote is built on your device and saved in the cloud as you work. CabParts can see it, but cannot change it - only you can do that. We can work with you to resolve any issues so you can make the necessary edits.

**C. But what if I made a mistake, or need to change something, or need to add or delete something in my **SUBMITTED** order ?** No problem - while your order is in “Submitted” status contact CabParts and we will return the order for editing by you – you can make corrections, or add or delete items, etc. You can then re-Submit the order, which will have a Revision number added to the Order number (for example, Order # 1951 Rev. 2). You can make more than one revision if needed.

**D. What if I made a mistake, or need to change something, or need to add or delete something after I have **ACCEPTED** my Pending order (Approved it for Production)?**

**Answer:** It depends on when you started your Quote and received an Order Number.

**1. Orders from the **CURRENT CATALOG**:**

- a. Contact CabParts immediately and let a Sales Rep know about the problem – they can work with you on finding a solution.
- b. Generally, you will go to your Order and, under the Status box, drop down and select “Save as New Quote”, which will copy the order and assign a new Order Number.
- c. You can then make any needed changes to the new order and submit it when you are done.

To avoid the previous Order going into production, **YOU MUST CONTACT CABPARTS AND HAVE US “REJECT” the old order, and apply any payment to the new, revised order. There may be a charge, depending on the state of Production.**

**2. Orders from an **OLDER (OUTDATED) CATALOG** are considerably more complicated, but *may* be possible, depending upon the Order Created date and the Catalog version.**

**a. **YOU WILL NEED TO CONTACT CABPARTS IMMEDIATELY! and****

**b. **WORST CASE:**** We will need to **Reject** the Order after it has been **Accepted** by you. That will end the processing of the order. You will have to start over with a new Order and Order Number in the current catalog – the previous, now Rejected order will be unavailable, OR

**c. **BEST CASE:**** CabParts tech support may be able to, in some cases, salvage the Order and you may not have to start again. You would have the option, briefly, to change the Status of the Order to “Save as New Quote”, which will enter a new Order and assign a new Order Number, which you can then edit and re-Submit when you have made your changes/corrections. This option will result in a Revision Charge of \$75.00 for each occurrence.

**2) How do I contact CabParts if I need help?**

**Answer:** You can call us at 970-241-7682, Monday through Friday between 7:00 AM and 4:00 PM Mountain time. We encourage you to call us to go over your first order with you before you submit it.

We can also assist in writing via email to [contact@cabparts.com](mailto:contact@cabparts.com) , by FAX to 970-241-7689, or with Zoom. If we use Zoom, we can use screen share to work with you visually.

### **3) Have hinge plate, hinge cup, or line drilling changed in this new program?**

**Answer: YES, to all three.** When CabParts began, we were held to drilling based upon increments of 32mm. With our modern CNC machinery, that is no longer required. Rather than a single line of holes for hinges, slides, and shelves, they are now separated and you no longer have to count holes to locate your hardware. Hinge plates remain at 37mm back, but hinge plates (and cups) are equally spaced from the tops and bottoms of the doors (the default is 3"). Drawer slide holes are placed according to the hardware pattern you select, while shelf holes move to 52mm back. Locations are obvious and installation becomes significantly faster and less susceptible to error.

### **4) What if I cannot find a material (panel, edgeband, slab door material, etc.) listed as available in the Online program?**

**For example,** I want to use a Wilsonart laminate on my doors, drawer fronts, and finished end panels but do not see it listed as an option?

**Answer:** If you can't find a specific material (such as a Wilsonart laminate) or edgebanding listed in the CabParts Online program, follow these steps:

1. Look for the **"Custom"** option in the drop-down lists.
2. Select "Custom" to access your choice of up to 3 grained materials, 3 non-grained materials, or 6 edgebands.
3. **Be aware** that when you select a custom material the same numbered edgeband is *automatically* tied to that material (for example, band 3 to material 3). For a different edgeband, select a different number (here, anything but 3).
4. CabParts Online will take the custom items you've selected and use a "high average" material cost to *temporarily* price your order.
5. Use the [Custom Materials order form](#) on the **CabParts website Resources page** to tell CabParts what your custom materials and edgebandings actually are. Save the form as a PDF.
6. Submit your online order, then email and attach the Custom Materials form to [contact@cabparts.com](mailto:contact@cabparts.com) or print and send it by FAX to 970-241-7689.

Once we have the information, we will check pricing and availability, adjust your quote up or down as needed, and send you a job confirmation email with final pricing for your approval.

### **5) What if CabParts Online does not include a cabinet I need, or I cannot adjust an existing cabinet to get the results I want?**

**For example,** I want to remove the dado and back altogether, or extend the right side up and the left side down, or I want to drill for pulls or locks, but those options are not available?

**Answer:** If CabParts Online doesn't include the specific cabinet or adjustment you need, follow these steps:

1. First, use CabParts Online only for what it can do.

2. For those really special or custom items that Online cannot do, use the separate [Custom Items order form](#) on the CabParts website Resources page to tell CabParts what your custom materials and edgebandings actually are.
3. Save the form as a PDF and print it if you need a hard copy.
4. If you have a drawing or other special information, scan and save it as a PDF or print it.
5. Send the PDF as an email attachment to [contact@cabparts.com](mailto:contact@cabparts.com) . Alternatively, you can print and FAX it to 970-241-7689.
6. After receiving your emailed PDF or FAXED order, we'll prepare an estimate for your approval.
7. This Custom Item Order portion of your order will be handled separately. If part of an online order, it will be assigned the same Order Number with an Add-on (e.g., "Order # 856-A1").
8. Let us know if you want everything shipped together or separately once completed.

#### **6) What do I do if I have different rooms or sets of cabinets with different case materials or different edgebanding?**

**For example**, I have a kitchen with cabinets along the walls faced in one material or style, an island faced in another (but both with prefinished maple interiors) and a laundry with white interior and white laminate doors?

**Answer:** There are at least two ways to handle this situation:

**First:** Use a separate/new Order (and Order #) for each room, or each portion of a room, to keep them separated and easier to keep sorted. You can ask your Sales Rep to combine the different Orders for shipping, to minimize any freight costs, when you place or confirm your orders.

**Second:** In your order, set the Presets for the most used cabinet variables, in this case probably the cabinets along the walls. Then use the line item configurator (to the right of the price after it is computed) to modify the individual units, in this example, the island and laundry cabinets.

#### **7) What do I do if I use the same general information over and over in my orders?**

**For example**, my billing and shipping addresses are always the same and I almost always order white melamine cabinet boxes with no doors, drawer fronts, drawer boxes, slides, or hinges?

**Answer:** After you enter all of the repetitive information in an order form, use the "[Save as New Order](#)" command (in the status drop-down menu) to save the job as a template. Call it a "**Template**" in the new copy, in the Project (or Phase) labels. Then, to enter a new job, locate and load the Template "order", **save it as a new order**, and then use the resulting new order, with its' new order number, to enter your actual job. As long as you do not change the Template it will be available to copy and use as many times as you like.

#### **8) What if I need a tall cabinet - not included in the catalog - that has features I need?**

**For example**, I need a tall cabinet with an open bay on the top (no doors and finished interior), a bay with drawers in the middle and a bay with doors on the bottom – I do not see that in the catalog?

**Answer:** Stack existing catalog units, for example, existing base units. If you do not want to see a seam, add a plant-on finished side panel. Your installers - who will be able to carry these smaller and lighter stackable units, instead of one large, heavy, and awkward tall cabinet, up one or two flights of stairs - will love you. You can see examples of stacking in the Cabinet Defaults tables.

Alternatively, if stacking will not work, you can use the Custom unit/order system (costs more!)

**9) What if I want to supply my own materials for the job?**

**For examples**, I have access to some very special materials and feel I can get a better price, but want CabParts to process them and I will pay to have them delivered to you. Or, CabParts already has some of our material in stock, left over from another job.

**Answer:** Remember that, if CabParts does not supply the material, you will be responsible for it arriving at our shop in time, in good condition and in enough quantity to do the job, including a bit extra to allow for any shipping damage and the like.

Use “**Custom**” as the variable selection in CabParts Online for any material or edgebanding you are supplying. We will adjust the final pricing for your materials after the order is submitted.

You will need to let us know which “Custom” selection goes with which material or edgeband by using the [Custom Materials order form on the CabParts website Resources page](#) or in separate correspondence.