

✦ AI-generated briefing from this conversation. Each item cites the messages it is based on.

Anna ↔ Ben · 08/01/2026 19:20 — 30/05/2026 10:05 · 256 messages

Kitchen renovation, delays, remedial work and final payment

Anna and Ben discussed Anna's kitchen renovation from 08/01/2026 to 30/05/2026. Anna chose black granite at a quoted total of \$3,950, then approved a \$180 pipe repair. Ben missed the original completion deadline; Anna accepted a revised handover date and a free corner shelf, and later accepted polishing of a chipped granite corner. The remaining outlet work was completed on 29/05/2026, Ben confirmed receipt of the balance, and he subsequently reported sending the requested final invoice.

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Themes

Layout and included work

Anna preferred the layout with a peninsula. Ben proposed it instead of an island because of limited clearance, and described the quoted work as including cabinets, removal, connections and labor, but not appliances.

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Material choice, price and deposit

Anna chose black granite, and Ben confirmed a total of \$3,950. They agreed on two payments of \$1,975; Anna reported paying the first half and Ben acknowledged receipt.

[p. 7](#) · [p. 8](#) · [p. 9](#)

Site work and pipe repair

Anna approved a \$180 pipe repair, and Ben later reported replacing the pipe. Ben also agreed to the working hours Anna supplied and reported correcting a cabinet hinge, which Anna checked and accepted.

[p. 11](#) · [p. 12](#) · [p. 14](#)

Missed deadline and revised handover

Ben acknowledged that delivery would pass April 30 after reporting that the granite slab cracked during cutting. Anna accepted May 9 with no extra cost and a corner shelf instead of the requested discount; Ben later reported installing the shelf and delivering the kitchen.

[p. 14](#) · [p. 16](#) · [p. 17](#) · [p. 18](#)

Granite chip and accepted polishing

Anna accepted polishing of the granite corner after initially requesting replacement under the damage agreement. Ben reported that the supplier attributed the chip to installation and took responsibility; Anna later confirmed that the polished corner looked good.

[p. 7](#) · [p. 20](#) · [p. 21](#) · [p. 22](#)

Outlet completion, balance and invoice

Anna confirmed the outlet looked good after Ben reported installing it on 29/05/2026. Ben had agreed that the \$2,155 balance included the outlet without an extra charge; he acknowledged the final transfer and subsequently reported sending the requested invoice.

[p. 19](#) · [p. 20](#) · [p. 21](#) · [p. 22](#)

Timeline

08/01/2026

Anna asked Ben to visit and assess her kitchen renovation.

Anna · 08/01/2026 19:21

[p. 1](#) →

I'd like to redo mine. Could you come and take a look?

10/01/2026

Ben proposed a peninsula with two stools as an alternative to an island.

Ben · 10/01/2026 12:45

[p. 2](#) →

A peninsula off the wall would give you two stools and keep the passage open. I'll draw it so you can see

17/01/2026

Anna preferred the second layout, which Ben described as an L-shape with a peninsula.

Ben · 17/01/2026 18:03

[p. 2](#) →

VOICE MESSAGE TRANSCRIPTION

Here are the two layouts. Option 1: L-shape along the window and the left wall. Option 2: the same L plus a peninsula with two stools

Anna · 17/01/2026 19:30

[p. 3](#) →

I love option 2!

03/02/2026

Ben quoted \$3,200 for laminate and \$3,900 for quartz.

Ben · 03/02/2026 19:23

p. 4 →

Option A, laminate countertop: \$3,200

Ben · 03/02/2026 19:23

p. 4 →

Option B, quartz countertop: \$3,900

09/02/2026

Ben offered quartz at \$3,700 if Anna paid half on signing.

Ben · 09/02/2026 21:59

p. 5 →

I can do \$3,700 for option B if you pay half when we sign

02/03/2026

Ben quoted \$3,700 for quartz with materials included and \$3,950 for black granite.

Ben · 02/03/2026 18:40

p. 7 →

Sent. Option B with quartz: \$3,700 all in, materials included

Ben · 02/03/2026 18:41

p. 7 →

Same thing with black granite: \$3,950

05/03/2026

Anna selected black granite and Ben confirmed \$3,950 total.

Anna · 05/03/2026 11:30

p. 7 →

We've decided: black granite!

Ben · 05/03/2026 12:05

p. 7 →

Great choice. So \$3,950 total

05/03/2026

Ben promised a Monday 23 March start and completion by 30 April at the latest.

Ben · 05/03/2026 12:20

p. 8 →

VOICE MESSAGE TRANSCRIPTION

Monday 23 March. Kitchen finished by 30 April

Anna · 05/03/2026 12:21

p. 8 →

30 April at the latest?

Ben · 05/03/2026 12:21

p. 8 →

At the latest

12/03/2026

Anna accepted two payments of \$1,975, on signing and on delivery.

Ben · 12/03/2026 10:15

p. 8 →

VOICE MESSAGE TRANSCRIPTION

Half on signing, \$1,975. The other half, \$1,975, on delivery of the finished kitchen

Anna · 12/03/2026 10:16

p. 8 →

Agreed. Half today, half when the kitchen is delivered

13/03/2026

Anna reported paying \$1,975 and Ben acknowledged receipt.

Anna · 13/03/2026 09:40

p. 9 →

Paid the first half, \$1,975. Receipt attached in the email

Ben · 13/03/2026 09:52

p. 9 →

Received, thank you! The cabinets go to order today

20/03/2026

Anna requested an extra outlet beside the range hood.

Anna · 20/03/2026 21:30

p. 10 →

VOICE MESSAGE TRANSCRIPTION

Ben, can you add an extra outlet for the range hood? I want the range hood plugged in next to it, not with the cable hanging

23/03/2026

Ben reported removing the old kitchen.

Ben · 23/03/2026 17:40

p. 10 →

Day 1 done. Old kitchen out, debris in the dumpster

25/03/2026

Anna authorized the \$180 pipe repair, and Ben confirmed a revised final payment of \$2,155.

Ben · 25/03/2026 14:41

p. 11 →

\$180 including the part and the plaster repair

Anna · 25/03/2026 14:45

p. 11 →

OK, do it. Can I pay that with the second half?

Ben · 25/03/2026 14:47

p. 12 →

Correct, \$2,155

26/03/2026

Ben reported replacing the pipe.

Ben · 26/03/2026 17:20

p. 12 →

Pipe replaced. We leave the wall to dry until Monday

10/04/2026

Anna accepted the cabinet-door correction after Ben reported adjusting the hinge.

Ben · 10/04/2026 17:00

p. 14 →

Hinge adjusted, door closing straight now

Anna · 10/04/2026 17:05

p. 14 →

Checked it, perfect

15/04/2026

Ben reported that the granite slab had cracked during cutting.

Ben · 15/04/2026 10:20

p. 14 →

VOICE MESSAGE TRANSCRIPTION

Anna, bad news. The supplier called: the granite slab cracked during cutting

22/04/2026

Ben acknowledged delivery would pass April 30 and proposed 9 May.

Anna · 22/04/2026 09:11

p. 15 →

VOICE MESSAGE TRANSCRIPTION

So delivery goes past April 30?

Ben · 22/04/2026 09:40

p. 16 →

Yes, I'm sorry. The delay is the supplier's but I'm responsible to you

Ben · 22/04/2026 09:41

p. 16 →

Realistic date is 9 May

23/04/2026

Anna accepted May 9, no extra cost and the corner shelf.

Anna · 23/04/2026 10:31

p. 16 →

May 9 then. No extra cost, and the shelf

27/04/2026

Ben reported installing the granite.

Ben · 27/04/2026 16:45

p. 17 →

Granite installed. It looks fantastic

05/05/2026

Ben reported installing the corner shelf.

Ben · 05/05/2026 17:20

p. 17 →

Corner shelf installed. Very practical, you'll see

09/05/2026

Ben announced kitchen delivery and Anna thanked him.

Ben · 09/05/2026 17:02

p. 18 →

Kitchen delivered!

Anna · 09/05/2026 17:30

p. 18 →

Thank you Ben, it's beautiful. Really

10/05/2026

Anna reported the missing outlet and a chip in the granite corner.

Anna · 10/05/2026 10:15

p. 18 →

VOICE MESSAGE TRANSCRIPTION

It looks great. The range hood outlet is still missing

Anna · 10/05/2026 10:16

p. 18 →

And there's a small chip on the granite corner by the fridge. Was it like that when it came?

12/05/2026

Ben confirmed the \$2,155 balance included finishing the outlet without an extra charge.

Ben · 12/05/2026 20:05

p. 19 →

Yes, \$2,155 in total. That includes finishing the outlet.

Ben · 12/05/2026 20:30

p. 20 →

That's right. No extra charge for that.

14/05/2026

Ben proposed polishing the chip; Anna requested replacement but agreed to inspect the polished result first.

Ben · 14/05/2026 18:11

p. 20 →

So it's on me. They can polish the corner, it'll be almost invisible

Anna · 14/05/2026 18:20

p. 20 →

Polish? We agreed on replacing it

Anna · 14/05/2026 18:45

p. 20 →

Let me see the polished result first, then I decide

18/05/2026

Anna accepted polishing after Ben reported the corner had been polished.

Ben · 18/05/2026 17:00

p. 21 →

Stone guy polished the corner this morning. Photo in your email

Anna · 18/05/2026 19:20

p. 21 →

I looked. You can barely see it. OK, I accept the polish

29/05/2026

Ben reported installing the outlet, and Anna confirmed both the outlet and polished corner looked good.

Ben · 29/05/2026 11:40

p. 21 →

Outlet installed, range hood plugged in properly. Now it's done-done 😊

Anna · 29/05/2026 12:07

p. 22 →

I've checked the outlet and the polished corner. Both look good.

29/05/2026

Anna reported transferring \$2,155 and Ben acknowledged receipt.

Anna · 29/05/2026 15:10

p. 22 →

Transfer of \$2,155 done. Receipt in your email

Ben · 29/05/2026 15:30

p. 22 →

Received. Thank you!

30/05/2026

Ben reported sending the final invoice Anna had requested.

Anna · 29/05/2026 21:15

p. 22 →

Got your payment confirmation. Could you email the final invoice too?

Ben · 30/05/2026 10:05

p. 22 →

Sent. Thanks again, Anna!

Subject

Kitchen layout

Ben gave measurements of 2.90 by 2.35. Anna preferred option 2, which Ben described as an L-shape plus a peninsula with two stools.

Ben · 10/01/2026 12:40

p. 2 →

Yes, 2.90 by 2.35. I'll draw a couple of options this week

Ben · 17/01/2026 18:03

p. 2 →

VOICE MESSAGE TRANSCRIPTION

Here are the two layouts. Option 1: L-shape along the window and the left wall. Option 2: the same L plus a peninsula with two stools

Anna · 17/01/2026 19:30

p. 3 →

I love option 2!

Quoted renovation scope

Ben included cabinets, peninsula, removal of the old kitchen, plumbing and electrical connections, and labor. He later specified tiles, sink and tap as included; appliances remained excluded.

Ben · 03/02/2026 19:24

p. 4 →

VOICE MESSAGE TRANSCRIPTION

Both include cabinets, peninsula, removal of the old kitchen, plumbing and electrical connections, and labor. Appliances not included

Ben · 02/03/2026 18:42

p. 7 →

Tiles, sink and tap included. Appliances still not included

Black granite

Ben identified the black sample as Absolute Black granite and said it needed sealing once a year. Anna subsequently chose black granite.

Ben · 17/02/2026 20:25

p. 6 →

The black one is granite, Absolute Black. More resistant to heat than quartz, but it needs sealing once a year

Anna · 05/03/2026 11:30

p. 7 →

We've decided: black granite!

Backsplash tiles

Ben limited included tiling to a 60 cm high strip and a tile allowance of \$35 per m². Anna selected white zellige at \$32 per m².

Ben · 04/02/2026 13:20

p. 5 →

Only the strip between countertop and wall cabinets, 60 cm high. If you want the whole wall tiled that's extra

Ben · 04/02/2026 13:24

p. 5 →

You choose, up to \$35 per m². Above that you pay the difference

Anna · 03/04/2026 16:12

p. 13 →

Yes! White zellige, \$32 per m². I'll send you the link

Property location

Anna supplied the address as 22 Elm Street, apartment 3B.

Anna · 08/01/2026 20:09

p. 1 →

22 Elm Street, apartment 3B

Requests and responses

Request

Anna asked whether the fridge would stay in place in option 2 and whether an outlet was available.

Response

Ben said it would move next to the door and that an outlet was at the right height, subject to a circuit check.

Anna · 17/01/2026 19:31

p. 3 →

Does the fridge stay where it is?

Ben · 17/01/2026 19:35

p. 3 →

In option 2 it moves next to the door, that's what frees space for the peninsula

Anna · 17/01/2026 19:36

p. 3 →

And is there a outlet there?

Ben · 17/01/2026 19:38

p. 3 →

There is one at the right height. I'll check it can take the fridge on its own circuit

Request

Anna wanted completion before her mother's stay from 1 to 20 April.

Response

Ben said a mid-March start would not meet that timing; Anna accepted the inconvenience.

Anna · 20/01/2026 12:10

p. 3 →

VOICE MESSAGE TRANSCRIPTION

One more thing: my mother is coming to stay from 1 to 20 April. Ideally the kitchen would be done before that

Anna · 03/02/2026 20:40

p. 4 →

So 5 weeks means my mother's visit is out, right

Ben · 03/02/2026 20:43

p. 4 →

If we start mid-March, yes. Sorry

Anna · 03/02/2026 20:44

p. 5 →

It's fine, she'll survive with takeout 😊

Request

Anna asked whether the price included tiles behind the countertop and whether she could choose them.

Response

Ben specified a 60 cm high strip and a choice allowance of \$35 per m², with any difference payable above that.

Anna · 04/02/2026 13:05

p. 5 →

Question: does the price include the tiles behind the countertop?

Ben · 04/02/2026 13:20

p. 5 →

Only the strip between countertop and wall cabinets, 60 cm high. If you want the whole wall tiled that's extra

Anna · 04/02/2026 13:22

p. 5 →

And the tiles, do I choose them?

Ben · 04/02/2026 13:24

p. 5 →

You choose, up to \$35 per m². Above that you pay the difference

Request

Anna asked for something like 10% off the \$3,900 quartz option.

Response

Ben declined 10% and offered \$3,700 with half payable on signing.

Anna · 09/02/2026 21:30

p. 5 →

Ben, I'd really like option B but \$3,900 is over my budget

Anna · 09/02/2026 21:31

p. 5 →

Is there any margin? Something like 10% off?

Ben · 09/02/2026 21:58

p. 5 →

10% I can't do, quartz alone went up this year

Ben · 09/02/2026 21:59

p. 5 →

I can do \$3,700 for option B if you pay half when we sign

Request

Anna asked for a discount because of the delay.

Response

Ben declined a discount and offered a free corner pull-out shelf; Anna accepted the shelf.

Anna · 22/04/2026 09:51

p. 16 →

I think a discount for the delay would be fair

Ben · 22/04/2026 10:30

p. 16 →

I understand, but I can't discount, I'm already paying the team for the extra days

Ben · 22/04/2026 10:31

p. 16 →

What I can do is add the pull-out shelf in the corner cabinet at no cost. It's worth about \$120

Anna · 23/04/2026 08:30

p. 16 →

OK, we accept the shelf

Request

Anna requested an extra range hood outlet and asked to know the price before installation.

Response

Ben ultimately confirmed that the \$2,155 balance included the outlet and that there was no extra charge.

Anna · 20/03/2026 21:30

p. 10 →

VOICE MESSAGE TRANSCRIPTION

Ben, can you add an extra outlet for the range hood? I want the range hood plugged in next to it, not with the cable hanging

Anna · 10/04/2026 21:12

p. 14 →

OK, but I'd like to know before he does it

Ben · 12/05/2026 20:05

p. 19 →

Yes, \$2,155 in total. That includes finishing the outlet.

Ben · 12/05/2026 20:30

p. 20 →

That's right. No extra charge for that.

Request

Anna requested the final invoice after receiving payment confirmation.

Response

Ben said he would mark it paid in full and later reported sending it.

Anna · 29/05/2026 21:15

p. 22 →

Got your payment confirmation. Could you email the final invoice too?

Ben · 29/05/2026 21:40

p. 22 →

Of course. I'll mark it paid in full.

Ben · 30/05/2026 10:05

p. 22 →

Sent. Thanks again, Anna!

Agreements

Anna and Ben

Anna selected black granite and Ben confirmed the total.

Amount, deadline or condition	Status
\$3,950	Fulfilled
Anna · 05/03/2026 11:30	p. 7 →
We've decided: black granite!	
Ben · 05/03/2026 12:05	p. 7 →
Great choice. So \$3,950 total	
Ben · 27/04/2026 16:45	p. 17 →
Granite installed. It looks fantastic	

Anna and Ben

Ben accepted Anna's condition that granite arriving damaged would be replaced at no cost. The later chip was resolved by Anna accepting polishing.

Amount, deadline or condition	Status
you pay nothing	Unclear
Anna · 05/03/2026 12:06	p. 7 →
One condition: if the granite arrives scratched or chipped, it's replaced at no cost to us	
Ben · 05/03/2026 12:10	p. 7 →
Of course. If it arrives damaged the supplier replaces it and you pay nothing	
Anna · 18/05/2026 19:20	p. 21 →
I looked. You can barely see it. OK, I accept the polish	

Anna and Ben

Ben promised completion by 30 April at the latest, then acknowledged that delivery would pass that date.

Amount, deadline or condition	Status
30 April	Unclear
Ben · 05/03/2026 12:20	p. 8 →
VOICE MESSAGE TRANSCRIPTION	
Monday 23 March. Kitchen finished by 30 April	

Anna · 05/03/2026 12:21 30 April at the latest?	p. 8 →
Ben · 05/03/2026 12:21 At the latest	p. 8 →
Anna · 22/04/2026 09:11 VOICE MESSAGE TRANSCRIPTION So delivery goes past April 30?	p. 15 →
Ben · 22/04/2026 09:40 Yes, I'm sorry. The delay is the supplier's but I'm responsible to you	p. 16 →

Anna and Ben

Anna accepted the first-half payment on signing, then reported paying it; Ben acknowledged receipt.

Amount, deadline or condition	Status
\$1,975	Fulfilled
Ben · 12/03/2026 10:15 VOICE MESSAGE TRANSCRIPTION Half on signing, \$1,975. The other half, \$1,975, on delivery of the finished kitchen	p. 8 →
Anna · 12/03/2026 10:16 Agreed. Half today, half when the kitchen is delivered	p. 8 →
Anna · 13/03/2026 09:40 Paid the first half, \$1,975. Receipt attached in the email	p. 9 →
Ben · 13/03/2026 09:52 Received, thank you! The cabinets go to order today	p. 9 →

Ben

Ben agreed to work from 8 to 5 after Anna supplied the building hours.

Amount, deadline or condition	Status
8 to 5	Unclear
Anna · 24/03/2026 12:32 8 to 5 on weekdays, nothing on Saturdays	p. 11 →
Ben · 24/03/2026 12:33 OK, we start at 8 and stop at 5. I'll tell the team	p. 11 →

Anna and Ben

Anna authorized the pipe repair, and Ben later reported replacing the pipe.

Amount, deadline or condition	Status
\$180	Fulfilled
Ben · 25/03/2026 14:41 \$180 including the part and the plaster repair p. 11 →	
Anna · 25/03/2026 14:45 OK, do it. Can I pay that with the second half? p. 11 →	
Ben · 26/03/2026 17:20 Pipe replaced. We leave the wall to dry until Monday p. 12 →	

Anna and Ben

Ben agreed to add the pipe repair to the final payment and confirmed the revised balance.

Amount, deadline or condition	Status
\$2,155	Fulfilled
Anna · 25/03/2026 14:45 OK, do it. Can I pay that with the second half? p. 11 →	
Ben · 25/03/2026 14:46 Yes, I'll add it to the final payment p. 11 →	
Ben · 25/03/2026 14:47 Correct, \$2,155 p. 12 →	
Anna · 29/05/2026 15:10 Transfer of \$2,155 done. Receipt in your email p. 22 →	
Ben · 29/05/2026 15:30 Received. Thank you! p. 22 →	

Ben

Ben promised to adjust the cabinet hinge; he reported the correction and Anna checked it.

Amount, deadline or condition	Status
Friday	Fulfilled
Anna · 08/04/2026 18:40 Ben, the door of the cabinet to the right of the window doesn't close straight. There's a gap at the top p. 14 →	

Ben · 08/04/2026 18:52 Saw it, the hinge needs adjusting. We'll fix it on Friday	p. 14 →
Ben · 10/04/2026 17:00 Hinge adjusted, door closing straight now	p. 14 →
Anna · 10/04/2026 17:05 Checked it, perfect	p. 14 →

Anna and Ben

Anna accepted the revised handover date with no extra cost and a corner shelf. Ben later reported the shelf installed and the kitchen delivered.

Amount, deadline or condition	Status
May 9	Fulfilled
Ben · 23/04/2026 10:30 VOICE MESSAGE TRANSCRIPTION Thanks Anna. So let's say May 9, no extra cost for you, plus the corner shelf	p. 16 →
Anna · 23/04/2026 10:31 May 9 then. No extra cost, and the shelf	p. 16 →
Ben · 05/05/2026 17:20 Corner shelf installed. Very practical, you'll see	p. 17 →
Ben · 09/05/2026 17:02 Kitchen delivered!	p. 18 →

Anna and Ben

Anna agreed to pay the balance after the remaining work was finished. Ben included the outlet without an extra charge, then confirmed receipt of the transfer.

Amount, deadline or condition	Status
\$2,155	Fulfilled
Ben · 12/05/2026 20:05 Yes, \$2,155 in total. That includes finishing the outlet.	p. 19 →
Ben · 12/05/2026 20:30 That's right. No extra charge for that.	p. 20 →
Anna · 12/05/2026 20:35 OK. I'll pay the balance once the remaining work is finished.	p. 20 →

Anna · 29/05/2026 15:10 Transfer of \$2,155 done. Receipt in your email	p. 22 →
Ben · 29/05/2026 15:30 Received. Thank you!	p. 22 →

Anna and Ben

Anna agreed to inspect the polished corner before deciding, then accepted the polish after Ben reported the work.

Status

Fulfilled

Anna · 14/05/2026 18:45 Let me see the polished result first, then I decide	p. 20 →
Ben · 14/05/2026 18:46 Fair	p. 20 →
Ben · 18/05/2026 17:00 Stone guy polished the corner this morning. Photo in your email	p. 21 →
Anna · 18/05/2026 19:20 I looked. You can barely see it. OK, I accept the polish	p. 21 →

Ben

Ben arranged the outlet appointment, later reported installation, and Anna confirmed the result looked good.

Amount, deadline or condition

Friday 29 at 9

Status

Fulfilled

Anna · 26/05/2026 12:00 Hi Ben, any day for Tom?	p. 21 →
Ben · 26/05/2026 13:15 Friday 29 at 9	p. 21 →
Ben · 29/05/2026 11:40 Outlet installed, range hood plugged in properly. Now it's done-done 😊	p. 21 →
Anna · 29/05/2026 12:07 I've checked the outlet and the polished corner. Both look good.	p. 22 →

Ben

Ben agreed to provide the requested final invoice marked paid in full and later reported sending it.

Status

Fulfilled

Anna · 29/05/2026 21:15	p. 22 →
Got your payment confirmation. Could you email the final invoice too?	
Ben · 29/05/2026 21:40	p. 22 →
Of course. I'll mark it paid in full.	
Ben · 30/05/2026 10:05	p. 22 →
Sent. Thanks again, Anna!	

Schedule

Anna accepted Ben's proposed assessment visit.

When

Saturday at 10

Where

22 Elm Street, apartment 3B

Anna · 08/01/2026 20:09	p. 1 →
22 Elm Street, apartment 3B	
Ben · 09/01/2026 08:02	p. 1 →
I can do Saturday morning, around 10?	
Anna · 09/01/2026 08:15	p. 1 →
Saturday at 10 is perfect	

Ben arranged for electrician Tom to check the circuits; Anna agreed to be home.

When

Thursday at 5

Ben · 18/03/2026 08:30	p. 9 →
Anna, my electrician Tom will come on Thursday at 5 to check the circuits. Is someone home?	
Anna · 18/03/2026 08:45	p. 9 →
I'll leave work early, I'll be there at 5	

Ben instructed Anna to empty the cupboards and unplug the fridge for the 23rd.

When

the night before

Ben · 16/03/2026 19:10

Reminder for the 23rd: cupboards need to be empty and the fridge unplugged the night before

p. 9 →

Anna said her mother would stay and initially wanted the kitchen finished beforehand.

When

1 to 20 April

Anna · 20/01/2026 12:10

VOICE MESSAGE TRANSCRIPTION

One more thing: my mother is coming to stay from 1 to 20 April. Ideally the kitchen would be done before that

p. 3 →

People

Anna

Customer requesting renovation of her kitchen.

Anna · 08/01/2026 19:20

Hi Ben, this is Anna, Laura from number 14 gave me your number. She says you redid her kitchen last year

p. 1 →

Anna · 08/01/2026 19:21

I'd like to redo mine. Could you come and take a look?

p. 1 →

Ben

Renovation provider who quoted cabinets, removal, connections and labor.

Ben · 03/02/2026 19:22

Quote sent to your email. Summary:

p. 4 →

Ben · 03/02/2026 19:24

VOICE MESSAGE TRANSCRIPTION

Both include cabinets, peninsula, removal of the old kitchen, plumbing and electrical connections, and labor. Appliances not included

p. 4 →

Tom

Electrician identified by Ben as his electrician.

Ben · 18/03/2026 08:30

Anna, my electrician Tom will come on Thursday at 5 to check the circuits. Is someone home?

p. 9 →

Anna's husband

Involved in reviewing countertop samples before the material decision.

Anna · 15/02/2026 18:30

Almost! My husband wants to see the countertop samples first

p. 6 →

Stone supplier

Supplier Ben consulted about the granite price and damaged slab.

Ben · 17/02/2026 20:30

Let me check with the stone supplier and come back to you

p. 6 →

Ben · 15/04/2026 10:20

VOICE MESSAGE TRANSCRIPTION

Anna, bad news. The supplier called: the granite slab cracked during cutting

p. 14 →

Proposals

Ben

Initial laminate countertop option.

Amount or terms

\$3,200

Ben · 03/02/2026 19:23

Option A, laminate countertop: \$3,200

p. 4 →

Ben

Initial quartz countertop option.

Amount or terms

\$3,900

Ben · 03/02/2026 19:23

Option B, quartz countertop: \$3,900

p. 4 →

Ben

Reduced quartz option conditional on an upfront payment.

Amount or terms

\$3,700 for option B if you pay half when we sign

Ben · 09/02/2026 21:59

I can do \$3,700 for option B if you pay half when we sign

p. 5 →

Ben

Final black granite alternative.

Amount or terms

\$3,950

Ben · 02/03/2026 18:41

Same thing with black granite: \$3,950

p. 7 →

Ben

Free corner pull-out shelf instead of a delay discount.

Amount or terms

at no cost; worth about \$120

Ben · 22/04/2026 10:31

What I can do is add the pull-out shelf in the corner cabinet at no cost. It's worth about \$120

p. 16 →

Payments

Ben's initial quoted price for the laminate countertop option.

Amount

\$3,200

Date

03/02/2026

Ben · 03/02/2026 19:23

Option A, laminate countertop: \$3,200

p. 4 →

Ben's initial quoted price for the quartz countertop option.

Amount

\$3,900

Date

03/02/2026

Ben · 03/02/2026 19:23

Option B, quartz countertop: \$3,900

p. 4 →

Ben's reduced quartz offer, conditional on half being paid on signing.

Amount

\$3,700

Date

09/02/2026

Ben · 09/02/2026 21:59

I can do \$3,700 for option B if you pay half when we sign

p. 5 →

Ben's confirmed total after Anna chose black granite.

Amount	Date
\$3,950	05/03/2026
Anna · 05/03/2026 11:30 We've decided: black granite! p. 7 →	
Ben · 05/03/2026 12:05 Great choice. So \$3,950 total p. 7 →	

Ben specified two equal installments: on signing and on delivery of the finished kitchen.

Amount	Date
\$1,975	12/03/2026
Ben · 12/03/2026 10:15 VOICE MESSAGE TRANSCRIPTION Half on signing, \$1,975. The other half, \$1,975, on delivery of the finished kitchen p. 8 →	

Anna reported paying the first half; Ben acknowledged receipt.

Amount	Date
\$1,975	13/03/2026
Anna · 13/03/2026 09:40 Paid the first half, \$1,975. Receipt attached in the email p. 9 →	
Ben · 13/03/2026 09:52 Received, thank you! The cabinets go to order today p. 9 →	

Ben quoted the pipe repair including the part and plaster repair; Anna authorized it.

Amount	Date
\$180	25/03/2026
Ben · 25/03/2026 14:41 \$180 including the part and the plaster repair p. 11 →	
Anna · 25/03/2026 14:45 OK, do it. Can I pay that with the second half? p. 11 →	

Ben confirmed the revised final payment after Anna stated the original balance plus the pipe repair.

Amount	Date
\$2,155	25/03/2026
Anna · 25/03/2026 14:47 Good. So final payment \$1,975 + \$180 p. 11 →	
Ben · 25/03/2026 14:47 Correct, \$2,155 p. 12 →	

Ben confirmed the final balance included finishing the outlet, with no extra charge.

Amount	Date
\$2,155	12/05/2026
Ben · 12/05/2026 20:05 Yes, \$2,155 in total. That includes finishing the outlet. p. 19 →	
Ben · 12/05/2026 20:30 That's right. No extra charge for that. p. 20 →	

Anna reported transferring the balance; Ben acknowledged receipt.

Amount	Date
\$2,155	29/05/2026
Anna · 29/05/2026 15:10 Transfer of \$2,155 done. Receipt in your email p. 22 →	
Ben · 29/05/2026 15:30 Received. Thank you! p. 22 →	

Disagreements

Compensation for the delay

Position

Anna

Anna said a discount for the delay would be fair, then accepted the offered shelf.

Anna · 22/04/2026 09:51 I think a discount for the delay would be fair p. 16 →	
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Anna · 23/04/2026 08:30

p. 16 →

OK, we accept the shelf

Position

Ben

Ben declined a discount, citing extra team costs, and offered a free corner pull-out shelf.

Ben · 22/04/2026 10:30

p. 16 →

I understand, but I can't discount, I'm already paying the team for the extra days

Ben · 22/04/2026 10:31

p. 16 →

What I can do is add the pull-out shelf in the corner cabinet at no cost. It's worth about \$120

Replacement or polishing of the chipped granite

Position

Anna

Anna initially said replacement had been agreed, then accepted the polished result.

Anna · 14/05/2026 18:20

p. 20 →

Polish? We agreed on replacing it

Anna · 18/05/2026 19:20

p. 21 →

I looked. You can barely see it. OK, I accept the polish

Position

Ben

Ben proposed polishing and said the replacement agreement concerned granite arriving damaged. He said replacement would mean 2 more weeks without a countertop.

Ben · 14/05/2026 18:11

p. 20 →

So it's on me. They can polish the corner, it'll be almost invisible

Ben · 14/05/2026 18:40

p. 20 →

VOICE MESSAGE TRANSCRIPTION

The agreement was about arriving damaged. Replacing a whole slab for a 5 mm chip is 2 more weeks without a countertop

Limitations

Photos and attachments are not read; descriptions in the briefing come from the messages.

WhatsApp Conversation Record

Conversation between:	Anna ↔ Ben
Period:	08/01/2026 to 30/05/2026
Total messages:	256
Attachments:	12 audios (transcribed)
Data source:	WhatsApp native export
Generated on:	28/10/2026 at 11:10 AM
Audio transcription:	OpenAI automatic transcription

Content Type Legend

- Anna
- Ben
- Voice message transcription (.opus file)

Thursday, 08/01/2026

Anna	08/01/2026 - 19:20
Hi Ben, this is Anna, Laura from number 14 gave me your number. She says you redid her kitchen last year	
Anna	08/01/2026 - 19:21
I'd like to redo mine. Could you come and take a look?	
Ben	08/01/2026 - 20:05
Hi Anna! Yes, Laura's kitchen, I remember it well 😊	
Ben	08/01/2026 - 20:06
Happy to come. What's the address?	
Anna	08/01/2026 - 20:09
22 Elm Street, apartment 3B	
Anna	08/01/2026 - 20:10
Weekdays I'm at work until 6, weekends are easier	

Friday, 09/01/2026

Ben	09/01/2026 - 08:02
I can do Saturday morning, around 10?	
Anna	09/01/2026 - 08:15
Saturday at 10 is perfect	

Anna

09/01/2026 - 08:15

Thank you!

Saturday, 10/01/2026

Ben

10/01/2026 - 09:48

Running about 10 minutes late, sorry, traffic on the bridge

Anna

10/01/2026 - 09:49

No problem, coffee will be ready ☕

Anna

10/01/2026 - 12:31

Thanks for coming! So you have the measurements, right? 2.9 m on the window wall

Ben

10/01/2026 - 12:40

Yes, 2.90 by 2.35. I'll draw a couple of options this week

Ben

10/01/2026 - 12:41

About the island: honestly I don't think it fits. With 2.35 you'd have less than 80 cm to walk around it

Anna

10/01/2026 - 12:43

That's a shame, I really wanted somewhere to sit

Ben

10/01/2026 - 12:45

A peninsula off the wall would give you two stools and keep the passage open. I'll draw it so you can see

Anna

10/01/2026 - 12:46

OK, let's see the drawing

Wednesday, 14/01/2026

Anna

14/01/2026 - 21:12

Hi Ben, any news on the drawings?

Ben

14/01/2026 - 21:40

Working on them, I'll send them by the weekend

Saturday, 17/01/2026

Ben

17/01/2026 - 18:03

VOICE MESSAGE TRANSCRIPTION

File: voice-020.opus

"Here are the two layouts. Option 1: L-shape along the window and the left wall. Option 2: the same L plus a peninsula with two stools"

Ben

17/01/2026 - 18:04

I sent the PDF to your email too, the WhatsApp version is blurry

Anna

17/01/2026 - 19:30

I love option 2!

Anna

17/01/2026 - 19:31

Does the fridge stay where it is?

Ben

17/01/2026 - 19:35

In option 2 it moves next to the door, that's what frees space for the peninsula

Anna

17/01/2026 - 19:36

And is there a outlet there?

Ben

17/01/2026 - 19:38

There is one at the right height. I'll check it can take the fridge on its own circuit

Anna

17/01/2026 - 19:40

Great. And how much would it be, roughly?

Ben

17/01/2026 - 19:44

I'd rather send you a proper quote than guess. Depends a lot on the countertop

Anna

17/01/2026 - 19:45

Fair enough

Tuesday, 20/01/2026

Anna

20/01/2026 - 12:10

VOICE MESSAGE TRANSCRIPTION

File: voice-030.opus

"One more thing: my mother is coming to stay from 1 to 20 April. Ideally the kitchen would be done before that"

Ben

20/01/2026 - 12:32

Hmm, that's tight if we start in March. I'll keep it in mind when I plan

Anna

20/01/2026 - 12:33

If it's not possible tell me, I'd rather know now

Ben

20/01/2026 - 12:35

Sure, I'll be straight with you once the quote is ready

Tuesday, 27/01/2026

Anna Hi Ben, sorry to chase, any idea when the quote will be ready?	27/01/2026 - 20:15
Ben Sorry Anna, crazy week, two jobs overlapping. Waiting on the cabinet maker's prices	27/01/2026 - 21:02
Ben You'll have it next week, promise	27/01/2026 - 21:03
Wednesday, 28/01/2026	
Anna OK, thanks	28/01/2026 - 07:50
Tuesday, 03/02/2026	
Ben Quote sent to your email. Summary:	03/02/2026 - 19:22
Ben Option A, laminate countertop: \$3,200	03/02/2026 - 19:23
Ben Option B, quartz countertop: \$3,900	03/02/2026 - 19:23
Ben VOICE MESSAGE TRANSCRIPTION File: voice-041.opus <i>"Both include cabinets, peninsula, removal of the old kitchen, plumbing and electrical connections, and labor. Appliances not included"</i>	03/02/2026 - 19:24
Ben About 5 weeks of work from the start date	03/02/2026 - 19:24
Anna Thanks Ben! Reading it now	03/02/2026 - 20:01
Anna So 5 weeks means my mother's visit is out, right	03/02/2026 - 20:40
Ben If we start mid-March, yes. Sorry	03/02/2026 - 20:43

Anna

03/02/2026 - 20:44

It's fine, she'll survive with takeout 😊

Wednesday, 04/02/2026

Anna

04/02/2026 - 13:05

Question: does the price include the tiles behind the countertop?

Ben

04/02/2026 - 13:20

Only the strip between countertop and wall cabinets, 60 cm high. If you want the whole wall tiled that's extra

Anna

04/02/2026 - 13:21

No, the strip is enough

Anna

04/02/2026 - 13:22

And the tiles, do I choose them?

Ben

04/02/2026 - 13:24

You choose, up to \$35 per m². Above that you pay the difference

Anna

04/02/2026 - 13:25

OK

Monday, 09/02/2026

Anna

09/02/2026 - 21:30

Ben, I'd really like option B but \$3,900 is over my budget

Anna

09/02/2026 - 21:31

Is there any margin? Something like 10% off?

Ben

09/02/2026 - 21:58

10% I can't do, quartz alone went up this year

Ben

09/02/2026 - 21:59

I can do \$3,700 for option B if you pay half when we sign

Anna

09/02/2026 - 22:05

\$3,700 with half upfront... let me think about it

Ben

09/02/2026 - 22:06

Sure, no rush

Sunday, 15/02/2026

Ben

15/02/2026 - 17:45

Hi Anna, I'm doing the cabinet order this week. Any decision?

Anna

15/02/2026 - 18:30

Almost! My husband wants to see the countertop samples first

Ben

15/02/2026 - 18:32

I have samples in the van. I can drop by Tuesday after 6

Anna

15/02/2026 - 18:33

Tuesday works

Tuesday, 17/02/2026

Ben

17/02/2026 - 18:20

Outside

Anna

17/02/2026 - 18:20

Coming down!

Anna

17/02/2026 - 20:11

We loved the dark ones. Is the black one quartz too?

Ben

17/02/2026 - 20:25

The black one is granite, Absolute Black. More resistant to heat than quartz, but it needs sealing once a year

Anna

17/02/2026 - 20:26

And price?

Ben

17/02/2026 - 20:30

Let me check with the stone supplier and come back to you

Monday, 23/02/2026

Anna

23/02/2026 - 19:00

Hi Ben, did the supplier answer about the black granite?

Ben

23/02/2026 - 19:48

Not yet, I'll call them tomorrow morning

Wednesday, 25/02/2026

Ben

25/02/2026 - 10:15

Sorry for the delay. Granite comes out more expensive than quartz

Ben

25/02/2026 - 10:16

I'll put it all in the final quote

Monday, 02/03/2026

Anna

02/03/2026 - 09:14

Good morning Ben! Can you send me the final quote with materials included?

Ben

02/03/2026 - 18:40

Sent. Option B with quartz: \$3,700 all in, materials included

Ben

02/03/2026 - 18:41

Same thing with black granite: \$3,950

Ben

02/03/2026 - 18:42

Tiles, sink and tap included. Appliances still not included

Anna

02/03/2026 - 19:20

So granite is \$250 more

Ben

02/03/2026 - 19:21

Exactly, \$250

Thursday, 05/03/2026

Anna

05/03/2026 - 11:30

We've decided: black granite!

Ben

05/03/2026 - 12:05

Great choice. So \$3,950 total

Anna

05/03/2026 - 12:06

One condition: if the granite arrives scratched or chipped, it's replaced at no cost to us

Ben

05/03/2026 - 12:10

Of course. If it arrives damaged the supplier replaces it and you pay nothing

Anna

05/03/2026 - 12:11

Perfect

Anna When could you start?	05/03/2026 - 12:13
Ben VOICE MESSAGE TRANSCRIPTION File: voice-085.opus <i>"Monday 23 March. Kitchen finished by 30 April"</i>	05/03/2026 - 12:20
Anna 30 April at the latest?	05/03/2026 - 12:21
Ben At the latest	05/03/2026 - 12:21
Friday, 06/03/2026	
Anna How do we do the contract? Do you have a standard one?	06/03/2026 - 20:00
Ben I have a one-page agreement, I'll bring it on Thursday so we can sign	06/03/2026 - 20:31
Anna OK, Thursday evening then	06/03/2026 - 20:32
Thursday, 12/03/2026	
Anna Before we sign: how do we handle payment exactly?	12/03/2026 - 10:02
Ben VOICE MESSAGE TRANSCRIPTION File: voice-092.opus <i>"Half on signing, \$1,975. The other half, \$1,975, on delivery of the finished kitchen"</i>	12/03/2026 - 10:15
Anna Agreed. Half today, half when the kitchen is delivered	12/03/2026 - 10:16
Ben Deal 👍	12/03/2026 - 10:17
Anna Thanks for coming tonight. I'll do the transfer tomorrow morning	12/03/2026 - 21:45

Ben

12/03/2026 - 21:47

Thank you Anna. I'll send the bank details now

Ben

12/03/2026 - 21:48

The bank details are on the invoice I just emailed you.

Friday, 13/03/2026

Anna

13/03/2026 - 09:40

Paid the first half, \$1,975. Receipt attached in the email

Ben

13/03/2026 - 09:52

Received, thank you! The cabinets go to order today

Monday, 16/03/2026

Ben

16/03/2026 - 19:10

Reminder for the 23rd: cupboards need to be empty and the fridge unplugged the night before

Anna

16/03/2026 - 19:12

Noted. Where do we put the fridge during the works?

Ben

16/03/2026 - 19:15

Living room is fine, we move it for you on Monday

Anna

16/03/2026 - 19:16

OK

Anna

16/03/2026 - 19:17

Will there be water during the works?

Ben

16/03/2026 - 19:20

Cut for two days at most, we'll warn you the day before

Wednesday, 18/03/2026

Ben

18/03/2026 - 08:30

Anna, my electrician Tom will come on Thursday at 5 to check the circuits. Is someone home?

Anna

18/03/2026 - 08:45

I'll leave work early, I'll be there at 5

Thursday, 19/03/2026

Anna

19/03/2026 - 18:20

Tom was here, very nice. He says the fridge outlet is fine

Ben

19/03/2026 - 18:22



Friday, 20/03/2026

Anna

20/03/2026 - 21:30

VOICE MESSAGE TRANSCRIPTION

File: voice-110.opus

"Ben, can you add an extra outlet for the range hood? I want the range hood plugged in next to it, not with the cable hanging"

Anna

20/03/2026 - 21:31

It's not in the quote I think

Saturday, 21/03/2026

Ben

21/03/2026 - 08:05

Sure, I'll check the price with Tom and let you know

Anna

21/03/2026 - 08:06

Thanks

Monday, 23/03/2026

Ben

23/03/2026 - 07:55

Good morning, we're downstairs

Anna

23/03/2026 - 07:56

Door is open, I'm leaving for work. Key with the doorman tonight?

Ben

23/03/2026 - 07:58

Yes, key with the doorman at the end of the day

Ben

23/03/2026 - 17:40

Day 1 done. Old kitchen out, debris in the dumpster

Ben

23/03/2026 - 17:41

Photo of the empty room in your email

Anna

23/03/2026 - 19:02

Wow, it looks so much bigger empty!

Tuesday, 24/03/2026

Anna

24/03/2026 - 12:15

Ben, the neighbor downstairs complained about the noise at 7:30

Ben

24/03/2026 - 12:30

Sorry about that. The building rules say 8 to 6?

Anna

24/03/2026 - 12:32

8 to 5 on weekdays, nothing on Saturdays

Ben

24/03/2026 - 12:33

OK, we start at 8 and stop at 5. I'll tell the team

Anna

24/03/2026 - 12:34

Thanks, she's 82, I don't want trouble

Wednesday, 25/03/2026

Ben

25/03/2026 - 14:22

Anna, problem: behind the old cabinets the water pipe is corroded and leaking

Ben

25/03/2026 - 14:23

It has been dripping inside the wall for a while, the plaster is wet

Ben

25/03/2026 - 14:23

We need to replace about 2 meters of pipe before closing anything

Anna

25/03/2026 - 14:30

Oh no. How much?

Ben

25/03/2026 - 14:41

\$180 including the part and the plaster repair

Anna

25/03/2026 - 14:45

OK, do it. Can I pay that with the second half?

Ben

25/03/2026 - 14:46

Yes, I'll add it to the final payment

Anna

25/03/2026 - 14:47

Good. So final payment \$1,975 + \$180

Ben

25/03/2026 - 14:47

Correct, \$2,155

Thursday, 26/03/2026

Ben

26/03/2026 - 17:20

Pipe replaced. We leave the wall to dry until Monday

Anna

26/03/2026 - 17:30

Thanks Ben, glad you found it now

Saturday, 28/03/2026

Anna

28/03/2026 - 19:12

And the countertop, when does it arrive?

Ben

28/03/2026 - 19:40

The supplier still doesn't have a date. They cut it after the cabinets are in so the measures are exact

Anna

28/03/2026 - 19:41

OK

Monday, 30/03/2026

Ben

30/03/2026 - 08:10

Wall is dry. Today we start the electrical and plumbing for the new layout

Ben

30/03/2026 - 17:15

Fridge circuit done. The pipes for the peninsula sink are in place

Tuesday, 31/03/2026

Anna

31/03/2026 - 18:05

Ben, did you check the price of the range hood outlet?

Ben

31/03/2026 - 18:40

Not yet, Tom comes back on Thursday, I'll ask him

Thursday, 02/04/2026

Ben

02/04/2026 - 07:58

News: the countertop arrives on the 15th

Anna Great, so we're on track for the 30th?	02/04/2026 - 08:20
Ben On track	02/04/2026 - 08:22
Friday, 03/04/2026	
Ben Tiles: did you choose? We need them by the 9th	03/04/2026 - 16:00
Anna Yes! White zellige, \$32 per m². I'll send you the link	03/04/2026 - 16:12
Anna https://tiles.example/zellige-white	03/04/2026 - 16:13
Ben Good choice, within budget. I'll order 3 m² with margin	03/04/2026 - 16:30
Monday, 06/04/2026	
Ben Cabinets delivered. We start assembling today	06/04/2026 - 08:00
Ben Base cabinets in place. Tomorrow the wall cabinets	06/04/2026 - 18:30
Tuesday, 07/04/2026	
Anna It's starting to look like a kitchen!! 🤩	07/04/2026 - 19:45
Anna My mother says hello, she's sleeping in the office 😂	07/04/2026 - 19:46
Ben Ha, say hi to her. We'll be quick	07/04/2026 - 20:00
Wednesday, 08/04/2026	

Anna

08/04/2026 - 18:40

Ben, the door of the cabinet to the right of the window doesn't close straight. There's a gap at the top

Ben

08/04/2026 - 18:52

Saw it, the hinge needs adjusting. We'll fix it on Friday

Friday, 10/04/2026

Ben

10/04/2026 - 17:00

Hinge adjusted, door closing straight now

Anna

10/04/2026 - 17:05

Checked it, perfect

Anna

10/04/2026 - 20:44

Did you check the price of the outlet?

Ben

10/04/2026 - 21:10

Tom says it's a simple job. I'll confirm the price when he does the final connections

Anna

10/04/2026 - 21:12

OK, but I'd like to know before he does it

Monday, 13/04/2026

Ben

13/04/2026 - 08:15

Tiling today

Ben

13/04/2026 - 17:30

Tiles done. They need 24h before grouting

Tuesday, 14/04/2026

Ben

14/04/2026 - 18:00

Grout done. Tomorrow the countertop 🙌

Wednesday, 15/04/2026

Ben

15/04/2026 - 10:20

VOICE MESSAGE TRANSCRIPTION

File: voice-165.opus

"Anna, bad news. The supplier called: the granite slab cracked during cutting"

Ben

15/04/2026 - 10:21

They have to cut a new one. Not today

Anna

15/04/2026 - 10:30

Oh no. When then?

Ben

15/04/2026 - 10:45

They're checking stock, I'll know tomorrow

Thursday, 16/04/2026

Anna

16/04/2026 - 12:00

Any news from the supplier?

Ben

16/04/2026 - 15:30

The new slab comes from the warehouse in the north. They say next week

Anna

16/04/2026 - 15:31

Next week when?

Ben

16/04/2026 - 15:40

They didn't give a day. I'm pressing them

Saturday, 18/04/2026

Ben

18/04/2026 - 16:20

The granite is late, about 9 days. They now promise the 24th, installation the 27th

Anna

18/04/2026 - 16:35

And then the sink, tap, stovetop... all after the countertop, right?

Ben

18/04/2026 - 16:40

Yes, everything sits on the countertop. Another week after it's in

Anna

18/04/2026 - 16:42

Ben, that's way past the 30th

Wednesday, 22/04/2026

Anna

22/04/2026 - 09:11

VOICE MESSAGE TRANSCRIPTION

File: voice-177.opus

"So delivery goes past April 30?"

Ben

22/04/2026 - 09:40

Yes, I'm sorry. The delay is the supplier's but I'm responsible to you

Ben

22/04/2026 - 09:41

Realistic date is 9 May

Anna

22/04/2026 - 09:50

My mother left already without a kitchen and now another 9 days of microwave

Anna

22/04/2026 - 09:51

I think a discount for the delay would be fair

Ben

22/04/2026 - 10:30

I understand, but I can't discount, I'm already paying the team for the extra days

Ben

22/04/2026 - 10:31

What I can do is add the pull-out shelf in the corner cabinet at no cost. It's worth about \$120

Anna

22/04/2026 - 10:45

I'll talk to my husband

Thursday, 23/04/2026

Anna

23/04/2026 - 08:30

OK, we accept the shelf

Ben

23/04/2026 - 10:30

VOICE MESSAGE TRANSCRIPTION

File: voice-186.opus

"Thanks Anna. So let's say May 9, no extra cost for you, plus the corner shelf"

Anna

23/04/2026 - 10:31

May 9 then. No extra cost, and the shelf

Friday, 24/04/2026

Ben

24/04/2026 - 14:00

Granite arrived at the workshop, they're finishing the edges

Monday, 27/04/2026

Ben

27/04/2026 - 08:00

Countertop going in today

Ben

27/04/2026 - 16:45

Granite installed. It looks fantastic

Ben

27/04/2026 - 16:46

Don't put anything hot or wet on it for 48h, the sealant is curing

Anna

27/04/2026 - 18:30

It's gorgeous!! The black with the white tiles 😍

Tuesday, 28/04/2026

Ben

28/04/2026 - 17:30

Sink and tap connected. Water back to normal

Wednesday, 29/04/2026

Ben

29/04/2026 - 17:10

Hob and oven connected. Tomorrow the range hood and the peninsula lighting

Thursday, 30/04/2026

Ben

30/04/2026 - 17:50

Range hood installed. For now it's plugged in under the cabinet, until the new outlet is done

Anna

30/04/2026 - 18:05

Temporary is fine. When's the outlet?

Ben

30/04/2026 - 18:20

Tom comes next week for the final connections

Monday, 04/05/2026

Ben

04/05/2026 - 08:00

This week: corner shelf, peninsula lights, silicone, cleaning

Tuesday, 05/05/2026

Ben

05/05/2026 - 17:20

Corner shelf installed. Very practical, you'll see

Wednesday, 06/05/2026

Ben

06/05/2026 - 17:40

Peninsula lights done

Thursday, 07/05/2026

Anna

07/05/2026 - 18:00

The lights are beautiful. The dimmer was a great idea

Friday, 08/05/2026

Ben

08/05/2026 - 16:30

Final cleaning tomorrow morning and we hand it over

Saturday, 09/05/2026

Ben

09/05/2026 - 17:02

Kitchen delivered!

Ben

09/05/2026 - 17:03

Thanks for the patience, Anna. Enjoy it 😊

Anna

09/05/2026 - 17:30

Thank you Ben, it's beautiful. Really

Sunday, 10/05/2026

Anna

10/05/2026 - 10:15

VOICE MESSAGE TRANSCRIPTION

File: voice-206.opus

"It looks great. The range hood outlet is still missing"

Anna

10/05/2026 - 10:16

And there's a small chip on the granite corner by the fridge. Was it like that when it came?

Ben

10/05/2026 - 11:30

The chip I hadn't seen. Can you send me a photo?

Anna

10/05/2026 - 11:35

Sent to your email, close-up and from far

Ben

10/05/2026 - 12:10

I see it. It's small but it's there

Anna

10/05/2026 - 12:11

We agreed that if it came damaged it would be replaced at no cost

Ben

10/05/2026 - 12:30

If it came like that, yes. I need to check with the supplier whether it happened in transport or during installation

Monday, 11/05/2026

Ben

11/05/2026 - 08:40

The outlet I'll do next week

Anna

11/05/2026 - 09:00

OK. And the chip?

Ben

11/05/2026 - 09:05

Supplier is coming to look on Thursday

Tuesday, 12/05/2026

Anna

12/05/2026 - 19:05

And the second payment, when do I pay?

Ben

12/05/2026 - 19:30

When I install the outlet

Anna

12/05/2026 - 19:31

The agreement was half on delivery of the kitchen

Ben

12/05/2026 - 19:35

VOICE MESSAGE TRANSCRIPTION

File: voice-219.opus

"I know, but the kitchen is only complete with the outlet. Pay when everything is done, no problem for me"

Anna

12/05/2026 - 19:40

Fine by me. \$2,155 as we said, right?

Ben

12/05/2026 - 20:05

Yes, \$2,155 in total. That includes finishing the outlet.

Anna

12/05/2026 - 20:07

So there will be nothing extra to pay for the outlet?

Ben

12/05/2026 - 20:30

That's right. No extra charge for that.

Anna

12/05/2026 - 20:35

OK. I'll pay the balance once the remaining work is finished.

Anna

12/05/2026 - 20:36

I need to be able to use the kitchen properly, without the temporary cable.

Ben

12/05/2026 - 20:50

Understood. I'll arrange for Tom to finish the wiring.

Anna

12/05/2026 - 20:52

Thanks. Please confirm the day so I can be home.

Ben

12/05/2026 - 20:53

I'll send you a date as soon as Tom confirms.

Thursday, 14/05/2026

Ben

14/05/2026 - 18:10

The supplier saw the chip. They say it's from installation, not transport

Ben

14/05/2026 - 18:11

So it's on me. They can polish the corner, it'll be almost invisible

Anna

14/05/2026 - 18:20

Polish? We agreed on replacing it

Ben

14/05/2026 - 18:40

VOICE MESSAGE TRANSCRIPTION

File: voice-232.opus

"The agreement was about arriving damaged. Replacing a whole slab for a 5 mm chip is 2 more weeks without a countertop"

Anna

14/05/2026 - 18:45

Let me see the polished result first, then I decide

Ben

14/05/2026 - 18:46

Fair

Monday, 18/05/2026

Ben

18/05/2026 - 17:00

Stone guy polished the corner this morning. Photo in your email

Anna

18/05/2026 - 19:20

I looked. You can barely see it. OK, I accept the polish

Ben

18/05/2026 - 19:21

Thank you Anna

Wednesday, 20/05/2026

Anna

20/05/2026 - 21:10

The outlet still isn't installed

Ben

20/05/2026 - 21:30

Tom was sick this week. Next week for sure

Anna

20/05/2026 - 21:32

The range hood cable is hanging under the cabinet, it looks unfinished

Ben

20/05/2026 - 21:33

I know. Sorry

Tuesday, 26/05/2026

Anna

26/05/2026 - 12:00

Hi Ben, any day for Tom?

Ben

26/05/2026 - 13:15

Friday 29 at 9

Anna

26/05/2026 - 13:16

I'll work from home that day

Friday, 29/05/2026

Ben

29/05/2026 - 11:40

Outlet installed, range hood plugged in properly. Now it's done-done 😊

Anna

29/05/2026 - 12:05

Finally! Looks clean now

Anna

29/05/2026 - 12:06

About the payment: I'll transfer the \$2,155 today

Anna

29/05/2026 - 12:07

I've checked the outlet and the polished corner. Both look good.

Ben

29/05/2026 - 12:30

Great. That takes care of all the remaining work.

Anna

29/05/2026 - 12:32

Thanks for coming back to finish everything.

Anna

29/05/2026 - 15:10

Transfer of \$2,155 done. Receipt in your email

Ben

29/05/2026 - 15:30

Received. Thank you!

Anna

29/05/2026 - 21:15

Got your payment confirmation. Could you email the final invoice too?

Ben

29/05/2026 - 21:40

Of course. I'll mark it paid in full.

Saturday, 30/05/2026

Anna

30/05/2026 - 10:00

Thanks, I'll keep it with the original quote.

Ben

30/05/2026 - 10:05

Sent. Thanks again, Anna!