

Important Closet Pro Update Effective November 1st 2018

“Free Software” trial coming to an end

As most of you know, ClosetPro software is a third-party program not owned by Canary Closets and Cabinetry. Our contract with ClosetPro Software is expiring. We have paid the costs for our customer's software license beyond the 30-day trial, but now all good things must come to an end. Starting November 1st there will be a \$50.00 per month per user fee billed directly through ClosetPro. You will be prompted for payment when you log on.

Hold on ! here's the fine print:

1. If you don't use the software for designing for one month, you can opt out of paying without losing any saved jobs or designs. You will be able to submit an order from a pending proposal. It's basically a pay as you use software.
 2. If you spend \$5000.00 or more ordering through ClosetPro (Allmoxy not included), you can request reimbursement for that month through our website. [click here](#)
 3. You can also sign up for a full year at a discounted rate at 450.00 per year.
-

ClosetPro Support Reminder

All free ClosetPro support requests must be placed through the Help function in ClosetPro only. This will allow us to see what the issue is and how to fix it. Our support staff will respond by email and contact you by telephone only if necessary. We have help videos available that answer 95% of issues or concerns. [Click here](#)

Hold on !

If you would like step by step assistance, phone support is available at \$100.00 per hour. We will have someone talk you through the process. You're in control. You ask the questions. You dictate the agenda and an expert will cater to your needs. This is billed in 15-minute increments and ordered through our website. [Click here](#)

Custom Part Charges

If you can't create what you need in Closet Pro, choose one of the options below:

- 1 - Order your special job or any part of it through Allmoxy. This a la carte program has everything you might need. [Click here](#)
- 2 - List all your special needs and requirements under the “comments” box when you place your Closet Pro order and we will get back to you with an adjusted price.
REMEMBER: Your job price will change. Average price per adjusted part is \$25.00.
This also can affect lead time.