distinctive kitchens+baths

AN ADG COMPANY

WHO DO I CONTACT?

DKB TAMPA CLIENT CONTACT GUIDE

SHARE / EMAIL

START WITH WHAT YOU NEED.

Send the request to the team below so it reaches the right person the first time.

PUNCH / PARTS = CUSTOMER SERVICE | INSTALL DATE = INSTALLATION MANAGER
Design changes / ready for measure = Account Manager | Field damage / quality = Field Manager

ACCOUNT MANAGEMENT

Account Manager

CONTACT FOR:

- Design changes or selections
- Home is ready for field measure

ASSIGNED CONTACT

NAME	Select Account Manager
EMAIL	
PHONE	

DELIVERY/INSTALL

Installation Manager

Owns cabinet installation scheduling and installer coordination.

CONTACT FOR:

- Schedule or reschedule delivery/install
- Issue or concern with a DKB installer

Matt Tyler
matt@distinctiveknb.com
813.363.6390

FIELD

Field Manager

Performs field measures, quality walks and field assessments.

CONTACT FOR:

- Damage or issue in the field
- Field Measure / Quality walk questions

ASSIGNED CONTACT

NAME	Select Field Manager
EMAIL	
PHONE	

SERVICE / PUNCH

Customer Service Team

Handles punch/service requests, parts and service scheduling.

CONTACT FOR:

- Punch requests or reschedules
- Parts / touch-up kits / Service Tech issues

tampa.service@distinctiveknb.com

WARRANTY

Warranty Team

Handles all warranty requests after completion.

CONTACT FOR:

- Warranty request or warranty-related question

tampa.warranty@distinctiveknb.com

NEED TO ESCALATE?

Use escalation contacts only after the correct team above has been contacted.

CUSTOMER SERVICE / WARRANTY MANAGER
Kimberly Czarny
kimberly.czarny@distinctiveknb.com
813-773-1281
No response from CS/Warranty within 24 hours.

FIELD OPERATIONS MANAGER
Ray Hernandez
ray.hernandez@distinctiveknb.com
773-957-8813
Quality concerns or field-related escalation.

DIRECTOR OF OPERATIONS
Melody Ruehle
melody@distinctiveknb.com
561-847-1796
Director of Operations - Tampa team oversight.