

Thank you for your valued order. We're looking forward to working with you on your project.

This letter provides an overview of our standard procedures and important information to help you understand what to expect from us. Please read this document carefully and sign it to confirm you have read and understood its contents.

Project Details & Process

We will produce detailed paperwork and technical drawings for your project. The detailed drawings and specifications show the furniture sizes and the space required for it to fit within. Please take time to carefully review all documents throughout the process to ensure they meet your expectations. Only the products specified in your confirmation of order document will be supplied. Once your order is in manufacturing, any amendments or alterations may incur additional costs and delays, as orders will have been placed with our suppliers. We are happy to talk to your trades if they have any technical questions. If you require additional printed copies of your drawings or paperwork, please let us know. We can send them directly to you, your builder, or your architect, including scaled A1 drawings to ensure no detail is overlooked.

Manufacturing & Delivery

Your order will be in our queue of works for manufacturing - we have to constantly review this schedule depending on everyone's project timelines. Where possible, we will agree on a target week for delivery, which will also determine when your final balance is due. Please note, this will be a target delivery week, not a confirmed delivery day. We might not know the exact delivery day until the week prior, which we'll confirm with you as early as possible. We might also have to do multiple deliveries across more than one day. Lastly, your delivery date and installation start date may differ. For example, we may deliver on one day and start installation the next.

Once a target delivery week has been agreed, please let us know if, for any reason, the space won't be ready. If, for whatever reason, we need to reschedule your delivery date, we will try to be as accommodating as we can; however, we cannot necessarily give you a date that is shortly after. We will have other projects booked in and will need to look at the schedule to see when we can fit you in. Likewise, we will do our best to keep you updated if we foresee that we might fail to meet our target date. This could be for a number of reasons, as there are many factors beyond our control during manufacturing.

Payment Terms

Your final balance payment is due as per our standard payment terms, as specified on your confirmation of order document. Our payment terms aren't negotiable; they are to protect you and our other clients who have placed initial payments for projects. If funds are not received by the specified date, we may need to remove you from our schedule and reschedule your delivery (and fitting, if applicable). Storage charges may apply as specified on your confirmation of order document. Please note that should you need to delay the delivery for any reason, payment is still due as per the original date, which will be confirmed to you in your confirmation email. In this instance, storage charges are at our discretion and will depend on your specific circumstances.

At the point of taking your final payment, it is possible there will be some PC Sums in the contract where decisions are still to be made. A PC Sum denotes a provisional cost for an item whereby a final product choice has not yet been made. Once a decision has been made and the actual costs are known, this sum is updated. Any PC Sums within contracts are still a commitment to purchase the specified product and can only be removed at the discretion of an approved team member. As your project progresses and decisions are made, we will either ask for additional funds or make a repayment to you, depending on whether the final amounts are higher or lower than the original PC Sums.

Timelines & Expectations

While we always aim to meet your expectations, please note that many aspects of our process, including timelines, depend on external factors beyond our control. We therefore are unable to promise or guarantee dates and are unable to work to a set deadline. Furthermore, with our furniture, nearly every item is bespoke and will be made by hand; nothing is off the shelf. We are also in the hands of our suppliers and contractors' schedules, all of which can be affected by many factors, including real-world events.

Depending on the size and complexity of a project, fitted kitchens typically take 6–16 weeks to be finished, especially if they are hand-painted and have bespoke items that can't be manufactured until after the installation has started. On projects where we are carrying out preparation and associated building works, the lead time will be additional to the above guide and will vary on a job-by-job basis. This is a guide, and every project is different; manufacturing lead times and availability of materials will vary.

Fitted Projects

An important discussion to have with your builders concerns the flooring. We only fit on a finished tiled floor, and for this to happen, the new floor screed needs to be dry. Building control suggests, in most instances, that it takes 1mm of floor screed one day to dry. On average, screeds are 75mm thick, requiring approximately 75 days of drying time! To avoid delays, quick-dry screeds are available, or try to get the screed done as early as possible rather than at the end of the build. The floor must be screeded and dry before kitchen installation; also, floor tiles (if ceramic, porcelain, solid timber, or stone) must be laid.

Vinyl flooring can be laid after the kitchen units are fitted but before panels and legs. However, it is our advice that all flooring types are laid before the kitchen units to ensure the quality of fit. Should a vinyl floor be laid after the kitchen units but before panels and legs, we recommend that this is done while waiting for tops to be fabricated. With timber floors, you need to be advised by the company supplying them as to when the kitchen units should be fitted.

If the room is not deemed ready for installation, we will advise you to wait. Please note that in the event of having to re-book installation dates because the site is not ready, we will try to be as accommodating as we can; however, we cannot necessarily give you a date that is shortly after. We will have other projects booked in and will need to look at the schedule to see when we can fit you in.

Supply Only

On supply-only projects, it is the responsibility of the client to provide finished room dimensions. Our advice is that the person installing the kitchen should take responsibility for room and furniture dimensions to ensure everything is as expected. If you need assistance, we can send an approved team member to conduct a site survey and measure the site. This service is chargeable and depends on project location.

We may still deem sites unready for delivery as outlined in the 'Fitted Projects' section. Supply-only deliveries consist of one person in one van, with kerbside delivery. If an item is made incorrectly, delayed, damaged in transit, damaged by your fitter, or arrives late, we will not fit items on supply-only contracts.

Summary

If anything needs clarifying, please don't hesitate to ask a member of our team. We want to make your journey to a new dream space as enjoyable as possible, but please bear in mind that our focus will always be quality over speed.

Our terms and conditions can be found overleaf. This letter outlines our standard practices and procedures.

Please sign and return a copy of this letter to confirm you have read and understood its contents.