



The way we work

Meeting the designer

Our designers are here to work with you, to turn your dreams into reality. They will take the time with you to gather all the relevant information required, including budgets and time scales, to complete your project either from drawings you have supplied, or ideally from visiting your home. This way they can get a feel for the type of property you have and your specific tastes – using this information to create your ideal setting.

Presentation

Once the designer has gathered all the information they will work to your budget to prepare detailed drawings and an estimate. This will take up to 2 weeks to produce from the time of your first consultation. We will invite you to the showroom to present our proposals, or if you prefer will meet you in your home. This meeting generally takes between 1 1/2 – 2 hours. To this stage there will be no financial commitment (with the exception of bathroom projects for which design fees are applicable). Having previously taken a detailed brief we should be very close in terms of both design and budget, therefore in order to continue working on your project we would require a non refundable 10% deposit based on the estimate. At this stage we can release drawings to you to peruse at your own leisure, and also agree a delivery week. Thereafter we will spend as much time as is necessary to fine tune the design, with differences in prices being addressed by way of amendment to contract clearly showing where price changes have come about.

Site survey

When the order has been placed and the deposit received we can arrange for our site surveyor to visit and check all dimensions also to pick up on any obvious obstructions. From this point we require a minimum of 6 weeks for delivery of kitchen furniture. It may be possible for shorter lead times for smaller projects. The survey information will be relayed back to the designer where they will make any relevant changes.

Signing off

We will invite you to the showroom to go over your drawings and furniture listing to confirm all details. Once this has been agreed we would ask you to sign off the relevant documentation. At this point you will be issued with plumbing and electrical specifications. If thereafter changes are necessary due to building works etc. it is imperative that we are notified at the earliest possible opportunity.

Processing and manufacturing

Once the sign off has been completed your job will be processed, with the relevant orders being placed and information passed to the workshops for manufacture. Any changes required to the furniture after manufacturing has commenced may be chargeable.

Pre-delivery

Our surveyor will return to site approximately 5 days prior to installation to check services are correctly located. If any changes are required you will be informed. You will receive a letter from us approximately 1 week prior to the due delivery week confirming exactly on which day in the week we intend to deliver, and which day fitting will commence. Generally we like to deliver the day prior to the commencement of fitting in order that the fitters can start without delay.

Installation

The initial installation of the furniture takes between 3 and 7 working days depending on the size and complexity of the project. Worktops will be templated after this, and turnaround time is approximately 10 working days. Once the worktops have been fitted then the appliances, sinks taps etc can be fitted, splashbacks measured for if required and then put into manufacture. In all an installation time of 4 weeks should be allowed for projects such as kitchens. Our site manager will be in close contact with the fitters ensuring the project runs as smoothly as possible.

Aftersales

To design, manufacture and install furniture is complex, and although every effort is made via rigorous checking processes, sometimes there are unforeseen circumstances that make it necessary to order new parts. This will be carried out as a priority and you will be informed of the situation and the expected time frame. We aim to complete aftersales within 10 working days.

Payment terms

We will either visit your home to obtain working dimensions, or work from your dimensions to prepare one set of drawings and an estimate. This will give you an idea of what your project will look like and how much it is likely to cost. With the exception of bathroom projects for which design fees are charged from the outset, there will be no costs passed onto you and no commitment required. However as all our designs are copyright, we are unable to release drawings at this stage. To proceed from here we would require a 10% non-refundable deposit. This allows the designers to concentrate on customers that have committed to having a Quantum project and to give them their best possible attention.

Six weeks prior to delivery we would require a further 30% manufacturing deposit along with a retention sum of 10% to be held in our accountants 'client account'. This 10% is held in the account until our contract has been completed, whereby you will be sent a letter requiring you to sign in order for the funds to be released to us.

The final 50% is due to us on or prior to delivery. You will be sent a letter and statement of your account detailing this approximately 1 week prior to delivery.

We trust this information is of help to you in recognising the way that we work, and that you see this as a great way to start a successful project with Quantum Fitted Furniture.