



Preparing for your new Kitchen, Bedroom Or Home Office

Supply Only - Guidance Notes

Thank you for choosing us to supply your new Kitchen, Bedroom or Home Office. The following guidance notes will help determine a common understanding of what you should expect from the materials used, the delivery arrangements and the installation itself. Please read carefully and contact us if you have any questions.

SUPPLY ONLY

As part of a Supply Only, you are required to arrange for the installation of the products, its appliances, and its accessories. We will be happy to discuss any aspect of the plan with your fitter before installation begins. We cannot accept responsibility for subsequent misinterpretation or misunderstanding once installation has started. Installing a Kitchen, Bedroom or Home Office can be complex, and your installer may need to return to your home to finish the work. This will need to be considered when contracting your own installer. While we do our best to obtain any remedial items as quickly as possible, we cannot be responsible for any parts that need to be replaced or accept any additional fitting costs you may incur due to remedial items being required.

MATERIALS USED

- Components made of wood, naturally occurring materials, or materials covered with veneers will display a variety of natural grain and colour characteristics that are typical of the material chosen, some of which may not necessarily appear in showroom displays or in photographs of the furniture range. Please consider this point carefully we **cannot** supply specially matched components.
- Some of the products we use are either made from naturally occurring materials or designed to imitate them. There will be some variation in colour, finish and veining between the materials you receive and the samples on displays that you may have seen. Examples of these products would be porcelain tiles, granite, quartz, wood, shaker style doors, painted finishes etc. All these products can vary in colour, texture, finish, and shade. The samples shown in the showroom may differ from the actual product that is selected for use in your home. There is no guarantee against variations or exact matching of any products shown on display or samples.
- Due to the nature of our products neither us or our partnering manufacturers would consider a product faulty or require replacement if an imperfection can only be seen using a magnifying glass, a zoomed in photograph or similar. The industry recommendation is that if an imperfection cannot be seen at arm's length this would be considered within acceptable tolerance.
- To achieve a perfect fit specialist worktops such as Quartz or any other specialist worktops require a template to be taken after the units have been fitted. We **highly** recommend that you are available when the templaters are on site to discuss specific requirements. Our supplier will return to fit the specialist worktops on an agreed date. Installation of specialist worktops is usually seven to twelve working days following templating. Due to walls being out of square and the inflexibility of the worktop materials it is not unusual that gaps are visible between the up stands and the wall which will require filling.
- Please ensure you understand the difference between Front Frame and Full Carcase wardrobes and understand which you have ordered.
- All our kitchen doors and panels are approved and certified by FIRA (Furniture Industry Research Association). They are fit for purpose and moisture resistant; they are not waterproof.

PROJECT PACK

- The Project Pack will be issued following signed Acceptance and the verbal agreement of the delivery dates.
- Within the Project Pack, the plans, images, and orders issued will supersede all paperwork, illustrations and pictures previously issued, prior to the date of the Project Pack. Please check the details within the Project Pack carefully to ensure that it matches your specifications.

- Please check any plans, elevations and perspectives that are produced for you on our CAD (computer-aided design) system. Elevations, perspective views and colours are strictly for impressions and guidance only.
- Double check that the handles, worktops, appliances, and accessories meet your requirements.
- Our units and worktops are manufactured to meet your requirements, you cannot change your specification once your order is in production (Usually 6 weeks prior to delivery). Any alterations after this point may result in additional cost to you.

PRIOR TO DELIVERY

- We will be happy to discuss any aspect of your installation and plans with your fitter before the installation begins. We are not responsible for subsequent misrepresentation or misunderstanding of anything we discuss with your fitter whether verbally or in writing once the installation has started.
- It is your responsibility to survey the room where the products will be installed and to check that the products purchased will fit in the desired location. Please note that should the installer uncover any issues; we request that you notify us within 6 weeks of the agreed delivery date. After this date additional costs may be incurred to rectify.

DELIVERY AND STORAGE

- Unless otherwise stated in writing, the furniture will be delivered directly from our manufacturers. We will inform you of the delivery day in advance with reasonable notice. Due to the nature of this type of delivery the transport company are only able to issue us with an **all-day delivery time slot**. It will be your responsibility to provide access on this day.
- It is not unusual for your appliances and accessories to be delivered separately.
- We will do our best to deliver the supplied components of your room on the estimated date. If there is a production delay, we will agree a new delivery date with you, but we cannot accept liability for any direct or indirect loss arising from delay.
- Where building work or other major works are involved before your installation, please ensure the required works will be completed on time as we are not always able to cancel/change the delivery once the date has been confirmed and agreed.
- We cannot accept liability for any damage or deterioration of the supplied items whilst in your possession.
- A suitable storage area for all the items to be delivered will have to be arranged on your premises. It is not recommended to store any items outside, because of the unpredictability of the weather.
- The amount of space required is, of course, dependant on the number of materials and items to be delivered. We can offer an estimate on the amount of space required on a case-by-case basis.
- **You are responsible for checking faulty, damaged, and missing items.** These must be reported to us within 7 days of delivery and before the item or items are fitted. Failure to do so will result in you having to pay for replacements.

THIRD PARTY INSTALLATION

- We strongly advise that your appointed installer visit the property and carry out a technical and installation survey. Should they raise any problems, we request that you bring these to our attention in writing at least 6 weeks prior to the agreed delivery date.
- You and/or your appointed installer are responsible ultimately for checking the plans and ensuring that your furniture will fit in the desired location.
- Whilst we do our best to ensure any missing or extra items are supplied as quickly as possible, we cannot be responsible for any additional fitting costs you may incur from your third-party installer.

AFTER SALES SERVICE

- We strongly advise you to read our cleaning and maintenance guidelines (which will be issued on completion), specifically relating to the care of painted products and potential moisture ingress. Our furniture is moisture resistant but not waterproof. Sitting water/moisture will cause damage that is not covered under guarantee.
- Hot Pans should not be used directly on any worksurfaces unless otherwise stated in writing by the manufacturers.
- To keep communications open and straightforward we will use instant messaging to achieve this during the process. Throughout your installation we will keep you updated on any outstanding works. If you should have any queries, please use the instant messaging service or call us on 01753 642362 (Farnham Common) or 01784 245964 (Ashford) or by writing to us at info@ashfordinteriors.co.uk and we will be happy to help.

Thank you again for your business, it is very much appreciated!