

Preparing for your new Kitchen – Dry Fit & Full Fit

Guidance Notes

Thank you for choosing us to supply and install your new Kitchen. 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.

The following will explain our Full Fit and Dry Fit Process. Please ensure you are clear on which service you have been contracted. This will be on your Acceptance Form. If you are unsure, please contact us to clarify.

Full Fit Kitchen Project – Explained

- As part of a Full Fit service, we are responsible for; surveying and measuring the space, designing, delivering, and installing the products specified. This includes (subject to agreement in writing) connecting any electrical, gas or water services to the products (as required) and conducting additional services such as plastering/skimming or flooring (if required and as set out in our Acceptance Form) but this will not include any decorating/painting or the replacing of skirting boards and architraves unless specifically agreed in writing.
- Electrical Note - Fuse Board & Earth Bonding (If required). Additional Costs to be paid direct to the electrician as this will not be included in the contract price. A Sub Board for kitchen area only at an estimated cost of £400 + VAT and earth bonding if required will be subject to survey. If the client requests a completely new fuse board this will be priced direct by the electrician following testing. Our quotations include white socket facias only, If Stainless Steel/Chrome or decorative socket faces are required, the additional material cost will be advised following survey and will be payable direct to our electrician.

Dry Fit Kitchen Project – Explained

- As part of a Dry Fit Service the client is to arrange the removal and disposal of all existing units, tiles etc. and the required plastering work to provide a clear and empty room.
- The customer is responsible for the 1st and 2nd fix gas and electrics to suit the kitchen plan and the required power for all appliances including the final connections.
- AKI will unpack and install all appliances listed on the quotation (Excluding connections).
- If any plumbing work is required by Ashford Kitchens & Interiors, this will need to be in writing on the quote and will assume that suitable supplies & wastes are in positions ready for AKI to make final connections only. If this is not on the quote and acceptance form, we assume this will be organised by the client on completion of our work.
- Our Kitchen Fitters will not be insured or qualified to undertake any electrical work including final connections. It is important that your builders/contractors are aware they will need to organise first and second fix. AKI will not undertake any Electrical or Gas connections in any circumstances.

Dry & Full Fit Project

- Decoration which includes replacing skirting boards and architrave is not included for in our schedule of works. This should be arranged by the customer on completion if required.
- Any additional installation work required and that is not listed on the Quotation or Acceptance Form will be subject to additional costs.
- If the Acceptance Form or Quotation omits any services which become necessary to enable the installation following survey, delivery and/or during installation, we may, at our own discretion, enter discussions with you to agree a date and time for us or a third party to carry out these additional services and discuss arrangements for the payment of any additional costs involved in providing these additional services. Any agreement must be set out in writing and agreed between the parties.

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.
- 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.
- Gloss porcelain worktops can and will develop surface scratches. This is a natural characteristic of a high-gloss finish and does not indicate a material defect. Due to the nature of handling, cutting, and polishing during fabrication, minor surface markings may also be present prior to installation. These fall within accepted industry tolerances for this type of gloss surface and are not considered faults.

PROJECT PACK

- The Project Pack will be issued following signed Acceptance and the verbal agreement of installation 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.
- It should not be assumed that cutlery inserts, drawer inserts, or drawer liners are included. These items are optional accessories with a range of choices available and are often added later once final decision are made on how you prefer to organise your kitchen. If you require specific inserts or liners in advance, please cross-reference with the list of goods being supplied to confirm what, if any, has been included.
- 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.
- If your kitchen structure changes after our survey, you must let us know so that we can arrange a further visit. You will be responsible for the cost of any replacements or alterations that may be needed following this visit.

PRIOR TO FITTING DATE

- Where building work or any other major works are involved before the scheduled installation, please ensure the required works will be completed on time as we are unable to accommodate contingency measures once the installation date is booked. If contingency time is required, it must be factored into the schedule agreed with your builders or contractors **prior** to confirming the kitchen delivery and installation date with us.
- The area of work must be completely cleared of your possessions to allow the work to take place. Construction and heavy cutting work will occur, therefore for practical and safety reasons, the fitter will not be able to commence work without a clear site.
- If we are removing your old furniture etc, clear the cupboards of all contents and remove any other items from the room before the arrival of our fitters.
- If we are refitting any existing appliances, make space in another area for temporary use and or storage. If you have carpet and curtains, it is advisable to remove or cover these. There will be a considerable amount of dust which might prove difficult to remove from these materials afterwards.

- When we quote to remove an existing kitchen, this involves the ripping out and disposal of items. This process **does not** include a careful removal of the items for reuse unless this is agreed with us in writing prior to our agreed start date. Furthermore, if you decide to arrange the removal yourself, the removal of the items needs to be completed prior to our agreed start date.
- If your builder or contractor is handling ducting of an extractor (eg. Venting hobs) they will need a 150mm duct and the manufacturers specifications which we can provide.
- Where applicable please ensure that you have a permit from your local council prior for the delivery of a skip that you are placing on Council property, verge or the public highway and have cones and lights to highlight the skips' position to all pedestrians and users of the public highway for the term of hire (which is usually for 14 days).
- If you are concerned about the potential risk of Asbestos in your property, please arrange, at your own cost, a survey prior to your installation date. We do not arrange or take responsibility for this.
- Prior to the delivery and/or installation of the products, we will carry out a Technical and Installation Survey, this is conducted to re-confirm the details and measurements of the designer's survey. If the survey uncovers something which we consider to be a major issue, we will enter discussions with you to find a compromise or solution.
- Where parking permits are required, please ensure that permits are obtained and prepaid if necessary.
- If you have a medical, health or well-being condition or a disability which may impact the way we work or adversely impact this condition, it is your responsibility make us aware of this prior to acceptance so we can schedule and plan accordingly.
- You will be responsible for ensuring access to toilet facilities in the property or alternatively by means of a portalo. The arrangement of and payment for the portalo is to be your responsibility.

DELIVERY AND STORAGE

- We will agree in writing the installation start date and a delivery date.
- 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 goods 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. New kitchens and the associated parts should not be stored for a long period in a damp or freshly plastered space. We cannot be responsible for any damage or deterioration to furniture installed under these conditions.
- 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.

DURING INSTALLATION

- Fitting a kitchen is a major construction project which will most likely disrupt your routine. The room will be unusable for a period of time. It may be necessary to temporarily disconnect services such as gas, water, and electricity. Our installers will keep your rooms and agreed working area as tidy as possible.
- For the duration of this project, you will need to organise alternative arrangements for the loss of kitchen facilities.
- We recommend that areas surrounding the rooms are covered and furnishings are removed as there will be a considerable amount of dust which may prove difficult to remove afterwards. A clear site is recommended and will assist you in respect of any cleaning which is required after the completion of the works.
- It is important to understand that our fitters will be using powerful cutting tools, which at times are very noisy and disruptive. It is therefore, in your own interest to vacate the area when work is in progress or arrange another suitable room to use.
- Although we make every effort to ensure that all work has been estimated for accurately, certain tasks or requirements may only become apparent when your existing furniture and appliances have been removed. Where this is the case, we

will let you know what the cost of any necessary additional work will be, and this will be charged to you at the end of the week of installation.

- When setting prices for electrical work, we base them on the assumption that the existing electrical installation in the property meets current standards and regulations. If we find that this is not the case, we will let you know what the cost is of any additional work needed to comply with current government regulations. This will be charged at the end of the week of installation.
- 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 and decorating.
- If we are skimming/plastering it is also not unusual over period of time for settlement cracks to appear. This is not damage or faulty workmanship but, in many cases, it is inevitable.
- Because the time required to install a kitchen varies from home to home, we use our experience to provide an estimated time scale for the works involved. However, this should be followed as a guide only.
- We will **not** be responsible for altering the original 'fabric of the room' for example if walls, ceilings, or floors are out of square. If this type of building work is considered necessary, it will need to be completed prior to our kitchen installation work.

ANCILLARY PRODUCT DELIVERIES

- We will not accept liability for any products supplied by you or existing products that are being reused, which are found damaged, faulty, or missing at the time of installation. We strongly recommend that all products ordered and delivered by other suppliers for inclusion in your installation are unwrapped and checked at the time of delivery to your home.
- Items being supplied by you that are not available for fitting at the time of the scheduled installation, will be subject to additional installation charges over and above any previously agreed installation costs. We cannot guarantee a time or date when the re-fitting of late or missing items will be completed.

COMPLETION OF WORKS

- Although we aim to leave the kitchen reasonably clean and tidy, it will be necessary for you to thoroughly clean the new furniture before use.
- Before our fitters leave, you must ensure that you have been given any appliance guarantees and instruction manuals. It is your responsibility to register for any relevant warranties.
- We recommend you give serious consideration to the extended warranties offered as repairs to appliances can be expensive in the future.
- Ceiling Infill Panels - Please note that we will not include infill cabinetry or panels to the ceiling as part of our standard design or installation. If ceiling infill is specifically requested, the following must be discussed and agreed in advance: **Ventilation:** Ensuring appliance ventilation is not compromised. **Materials:** Confirming appropriate materials are used for the infill. **Cost:** Any additional charges will be outlined and agreed in writing All such requests must be documented and reflected clearly in the final design visuals and project pack documents.
- Unless otherwise stated in writing, decoration including replacing skirting boards and architraves is **not** included in our schedule of works. This should be arranged by you on completion if required.
- If we are disposing of your items and associated rubbish, we will arrange this as soon after completion as practical. We cannot guarantee it will be immediately following completion. If we are using a skip hire company, we unfortunately have very limited control over the exact delivery and collection times, we will always do our best to accommodate your requirements but cannot guarantee this and flexibility will be required.
- We regret that we are unable to dispose of fridges/freezers. Please contact us or your local council for advice.
- Please note it is normal for minor settlement cracking (up to 2mm) to appear on the wall, floor, ceiling, and module junctions due to shrinkage and differential movement between differing materials. We are not responsible for the cracking or cost of repairing the same.
- Our team and our installers will check the products for faults or damage following delivery and during the period allocated for installation. Once our installers have left the property **you are then responsible for checking faulty, damaged, and missing items**. These must be reported to us within 7 days of installation. Failure to do so may result in you having to pay for replacements.

- We always aim to finish your kitchen during the agreed installation period; however, if remedial work is required, we will aim to complete it as soon as possible.

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 kitchens 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.