

Our Service to you...

SUPPLY & FIT



We want our service to be transparent with no nasty surprises! So:

Lead-time

This is how long we need to manufacture your kitchen. This is stated on your quotation and starts once we have received your order* and you have confirmed the door colour. We will then send you an order acknowledgement stating a provisional installation start date.

Pre-Start Meeting

Our project surveyor and someone from the installation team will meet you on site to discuss the works in detail and confirm the provisional date.

Room Dimensions

We will then need to undertake a survey of the room(s) to check that the kitchen fits and to enable us to commence the manufacture of the worktops. This can only be done once the room has been plastered and/or had its final wall covering affixed. It will take us three weeks to manufacture the worktops from completion of this survey.

How are you getting on?

Three weeks before the provisional date we will call you see if you still want us to start then and if so to agree it as the intended start date. If you are not ready then you can select a new provisional date and we will call you again three weeks prior to that.

Final Check

One week prior to the intended start we will call you again. If you have to delay the installation at this stage then that is not a problem: For delays of up to one week we will store your goods in our factory. However if you need to delay for longer than that then don't worry as we can place your goods into commercial storage at a very reasonable cost to you. Having raised an invoice for the goods we will then just wait until you are ready, please give us ten days notice of when you want us to commence work.

Completion

Once our team has finished we will need you to inspect their work and sign it off as complete. Should there be anything wrong then contact our dedicated support team on **020 8254 0098** or email: support@steelplan.com for help. If we need to replace anything then our aim is to do so within 14 days.

*Pro-forma customers may have to make a payment prior to commencement of manufacture.

