

# How We Operate



## Survey

After you contact us and express interest in using our services we will ask you to send some rough measurements and an idea of the furniture you require, from this we can usually provide an estimate by email. If this is within your planned budget we will arrange a convenient time for us to visit your property. When there we will measure up for the job you have in mind and more importantly find out what your requirements and aspirations are for the designs, colours, styles etc. Further we will discuss the many interior options including hanging, drawers, shelving to find what works best for you and your lifestyle. It always helps if the client has had a good think about their use of the area and requirements to ensure we cover all options pre-design.

## Design & Planning

In your home we will then present our design suggestions and leave with having a clear vision of what you want from your space. We will then email you a quote based on what we have discussed. You can be assured that our quote is not inflated to then give you a discount and will not increase or change at any point. It will simply be a great value, fixed price that just requires your confirmation.

On having the quote accepted, we then ask for a 10% deposit and can get your job booked in our diary. Once the deposit is received, we will produce you a drawing so you can see exactly what you are getting and if required we can change the internal layout etc until you're happy.

## Construction

The next step is to start making your fitted furniture in our workshop. This typically happens 6 to 8 weeks after having received your confirmation to proceed. Prior to this point we ask for a further 60% deposit as we start to build the furniture that is unique to you, additionally we will discuss installation dates and find a day that suits us both.

## Installation

On all but the largest jobs, installation will take one or two days but this will be advised at the time of agreeing a date.

We guarantee that your installation will be carried out with the minimum of fuss and mess, we always ensure your room is clean and tidy when we have finished so you can start to enjoy the use of your new furniture. To achieve the perfect fit and finish that you expect, some materials do need to be cut/scribed to the shape of your walls/ceilings and this is required to be carried out on site. Wherever possible we do this outside, although sometimes this can't be done so being acutely aware of the issue of mess/dust, we use dust extractors to ensure that our installation produces the minimum disturbance or dust and of course, we are always very careful to tidy up after ourselves as if it is our own home. Once the job is complete and you are happy, we will invoice for the remaining 30%.

For any more information or to enquire about a quote please don't hesitate to get in touch.