



HOW WE WORK

STAGE 1 THE INTRODUCTION

Once you have expressed an interest, one of our designers will arrange a convenient time for an initial site survey. Alternatively, if you have an architect's drawing to scale we can arrange a consultation in the showroom to establish your individual requirements in terms of function, aesthetics and budget.

We will discuss how you want your space to work for you and your individual lifestyle. We will then start working on your project, putting together drawings and a quotation of our proposed design.

STAGE 2 THE PRESENTATION

For the second meeting we will ask you to return to the showroom where we will present our proposals for your furniture, along with a full quotation. We will then discuss any alterations and a second revision can be drawn if necessary. All drawings will remain with Planet Furniture until a deposit is paid.

By the end of these meetings we hope that you will have enough information to decide on proceeding to Stage 3.

STAGE 3 CONFIRMATION OF ORDER

If you would like to proceed with Planet, we require a signed order confirmation returning along with the specified deposit which is usually 50%. The remaining project total is then split into 3 further payments: 35% prior to delivery, 10% prior to worktop install and 5% balance upon completion of works.

On longer term projects we can release drawings with small initial holding deposit; the remaining deposit would then be due prior to site surveys.

STAGE 4 TECHNICAL SURVEY

A final site survey will be made; minor alterations may be necessary at this point, which will be discussed with you. The final specification and working drawings are prepared ready for manufacture.

STAGE 5 PRE-PRODUCTION DRAWINGS

We will ask you to return to the showroom one last time to discuss and sign the Pre-Production drawings then allowing us to go into production. This is when we will confirm a week commencing installation date. We will also produce M&E drawings for your electrician/plumber.

Note: Our normal production lead time is 6-8 weeks from date of signed drawings.

STAGE 6 MANUFACTURE

Your furniture is now in production and all appliances/accessories and any additional fixtures and fittings are ordered. Any alterations from this stage will be chargeable and are subject to a maximum 6 week lead time.

STAGE 7 INSTALLATION

We require yourselves to provide your own builder/contractor to carry out all associated works prior to our installation, i.e. removal of existing kitchen, plumbing, electrics, flooring etc. Unless you have appointed Planet to oversee these elements.

We are happy to liaise with your builder throughout the project and will provide detailed working drawings of suggested plumbing, electrical and lighting layouts.

We will then carry out our installation on your week commencing date on a dry fit only basis. We normally recommend that your contractor's plumber and electrician attend site during the final days of our installation to connect the appliances and plumb in any sinks to the services.

Certain items such as granite worktops, glass splash backs etc. have an approximate 2 week waiting time from templating to installation, at this point our fitters may not be on site full time.

A typical install will take approx. 4 weeks to complete, with hand painted finishes taking an additional 4-5 days on site.

After installation has been completed the project manager will make a final inspection and sign off the project with you.

We may also ask permission to photograph the project at a later date.

STAGE 8 AFTERCARE

We strive to provide ongoing and an entirely personal customer service to all our clients for the life of the product. We can perform health checks on your furniture when requested and with our handmade range we are often asked to update furniture years later by repainting it or adding new handles, so you really are investing in a product for life with Planet.

Highly desirable yet surprisingly affordable

