

## **Conditions of Sale for Preparation Installations**

### **PAYMENTS**

The first payment deposit of £5000.00 for your kitchen may be paid by bank transfer, debit card or credit card (credit or debit card payments may not exceed £5,000.00) – All subsequent payments must be paid by bank transfer. The total deposit for your kitchen is 50% of the total sales value, £5,000.00 of which may be placed as a (non-refundable) holding deposit in order to release our plans, designs and pictures. On receipt of this payment, the total sales value of your order will be fixed for 180 days. The final 50% balance of your order is due 14 days before delivery of the furniture to your delivery address. If this payment is not received within the time frames set out in this document, it will result in the cancellation of all delivery and fitting dates, and you will subsequently forfeit the associated costs. Furthermore, cancellation of delivery and fitting dates within 6 weeks of delivery of furniture to site will incur additional charges including, but not limited to fitting, delivery, and storage costs.

### **SURVEY & SIGN-OFF**

Once you place your order with us, we will request a survey of your property by our installation team, to check the room dimensions to ensure our design will work within the parameters of your kitchen. Once the survey is completed and returned to us, we will make and advise you of any necessary adjustments to be made to the design for your approval. After the survey is complete, we will invite you in for a final meeting, where you will sign off on the kitchen furniture (including, but not limited to its components, colour, style, and finish), appliances, worktops, and accessories. Upon completion of the sign-off, changes cannot be made to your order, any changes you do wish to make to your order, thereafter, will be subject to restocking fees and charged at full cost. Lead-time for the kitchen furniture is typically 4-10 weeks from completion of sign-off, please confirm with your sales designer for an accurate date. All visual aids including but not limited to 3D Renders, photos, pictures etc used during the sales process are not indicative of the final result, please refer to your sales order specification for exact details.

### **PREPARATION WORKS**

If McEvoy & Rowley are undertaking the preparation works for your project these works could include but, not limited to the following tasks:

Delete as appropriate:

- Removal of old kitchen
- Any small building works, including but not limited to, the removal of non-supporting walls
- Removal of old ceiling and replace with new, to be confirmed on order
- Plastering
- Final decoration of new ceiling
- Mist coat only to internal walls
- Flooring (details to be confirmed on order)

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## ELECTRICAL WORKS

- To run and isolate all electrical supplies for lighting, including furniture, appliances, and hot taps.
- To replace consumer unit if required, TBC following site survey.
- To add lighting into new ceiling, amount, to be confirmed on order.
- To change face plates to electrical sockets, Style, and amount to be confirmed on order.
- To add any additional sockets or new pendant supplies, to be confirmed on order.
- Test and certify all electrical works undertaken.

## PLUMBING WORKS

- Movement of first fix plumbing to accommodate the new design of the kitchen.
- To install a water softener if included, to be confirmed on order.
- Make all final wet connections to include, sinks, wastes, traps, and taps (including hot taps) and any fridge that requires a water supply.
- **GAS** – To isolate any existing supply during rip-out.
- **GAS** – To make final connection to any appliance being supplied by McEvoy & Rowley and test.
- **Extraction** – To core drill for external extract where applicable and install and connect flex duct to the appliance.

## DELIVERY & FITTING

Typically, delivery of your kitchen furniture will be on the Monday of the agreed fitting week and fitting will commence the following day.

The installation of a kitchen is a complex task, and we endeavour to complete the installation of your kitchen within the allotted time frame, however, issues can arise during this process that are out of our control and therefore could delay the completion. Occasionally, remedial work is required to your kitchen and our fitter may need to make one or several return visits after the initial fitting period. We will never leave a project incomplete or below standard. If you have ordered specialist worktops e.g., granite or quartz, they will be templated once the furniture is up to a template standard, typically by the end of the first week, dependent on the size of your project. It is advisable that you are present for the templating to answer any specific questions as to how you would like certain aspects of the worktop configured, such as drainer grooves and edge details. Fitting of these specialist worktops aims to be within 2 weeks of the template, although this is entirely dependent on the size of your project, the availability of the material selected and the specification. The final connections team will then return after the worktops are fitted to fit and make final connections to the tap, sink, hob etc.

Anything not explicitly outlined in the specification on your sales order confirmation is not allowed for and therefore not costed for. Any additional works required will be charged for accordingly.

## STORAGE FEES

If we are unable to deliver on the pre agreed date, we will place your kitchen into storage and arrange for a revised delivery. **Note:** Any associated costs for aborted deliveries and storage will be chargeable and must be paid in full prior to the re-delivery of your furniture.

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## REMEDIAL WORKS

During the installation of your new kitchen there could be a need to order replacement parts due to any unforeseen damages or items missing from delivery.

Our installers will record any items that may be required to complete your kitchen via our remedial report, the installer will ask you to check the content of the report and ask you to confirm and sign the remedial report, this will enable us to order any replacement items as soon as they arise, this in-turn quickens the lead time for any additional items that might be required to complete your installation.

## COMPLETION

Upon completion of your project, we will arrange a visit to check that you're satisfied with the installation of your new kitchen and ask you to sign the completed project off; any remedial items would have been recorded and ordered during the first fix, the completion sign off means, all installation works are now complete (including any outstanding remedial works) Should you have any queries or concerns during any stage of the process, please don't hesitate to contact our customer care department on 07418 606006.

## PRODUCT GUARANTEE TERMS AND CONDITIONS

Your new kitchen comes with the following warranties:

**Carcasses:** Your McEvoy & Rowley carcasses are Guaranteed against issues arising from defects in the manufacturing process or defects in raw materials for 25 years.

**Doors:** Your McEvoy & Rowley Doors and decor panels are guaranteed against issues arising from defects in the manufacturing process or defects in raw materials for 5 years.

**Worktops:** Your worktops are Guaranteed against issues arising from defects in the manufacturing process or defects in raw materials for 12 months for laminated tops, 25 years for Quartz or stone.

**Appliances:** Appliance warranties are, as per appliance providers terms & conditions. (See appliance operations manual)

**Lighting:** Your McEvoy & Rowley lighting is Guaranteed against issues arising from defects in the manufacturing process or defects in raw materials for 2 years.

**Mechanism's & Inserts:** All McEvoy & Rowley Mechanism or inserts guaranteed against issues arising from defects in the manufacturing process or defects in raw materials for 5 years.

All installations work has a 24-month defects liability period, this will include any issues arising due to any poor or incorrect installations on all services provided by McEvoy & Rowley.

In addition, our Guarantees do NOT cover the following items listed below:

- Damages or repairs required as a direct or indirect result of, wilful damage, negligence, accidental damage, or misuse of product.
- Damages caused as a result of fair wear & tear.
- Damages caused or contributed to by, pets, insects, or other animals.

Any exchanged or replacement products will also be guaranteed on the terms of this guarantee for the unexpired portion of the guarantee period only and are subject to these terms and conditions. Your statutory rights are not affected.

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Thank you for your order from everyone at McEvoy & Rowley.

I confirm that I have read and accept the above Conditions of Sale.

Date \_\_\_\_\_

Print \_\_\_\_\_

Signed \_\_\_\_\_