

# Your kitchen project explained

A helpful guide so you know what happens next and what you'll need to do.

Wide range

Quality guaranteed

Finance available



**Turn over** to learn more about what happens next...

**B&Q**

# Your kitchen project six step guide

## 1 Your kitchen is ordered

- You should now have your kitchen order confirmation and been taken through it in detail by your Showroom Advisor.
- We'll have agreed your delivery date and explained that your time slot will be confirmed nearer the time.
- We'll have made sure that we've got your mobile number and email address, so we can keep you updated.

## 2 Preparing your space

- Before you remove your old kitchen, why not cook some simple meals that can be warmed in the microwave? It might make things a bit easier whilst your kitchen is being installed.

## 3 Get ready for your delivery

- Make sure you have the space to store your kitchen delivery.

**Did you know?** A large kitchen could take up as much space as two car park spaces.

- If you'd like to make any changes to your items or need to change your delivery date, please call us on **0333 014 3357**. We can make changes to your order up to five days before delivery.
- You'll receive an email and text reminder three weeks and one week before your delivery date.
- Don't forget someone will need to be at home (and over the age of 18) to sign for the delivery.

## 4 Day before your delivery

- We'll confirm your two hour delivery timeslot by text message the evening before your delivery.

## 5 Delivery day

- Make sure access to your property is clear, and there's space for our delivery van.
- We'll call before 8am confirming your kitchen is on its way, then half an hour before to confirm we're nearly there.

**Note:** for products such as appliances being delivered by our suppliers, communications may be different.

- We take your safety seriously so all our delivery vans have a trained crew of two, wear B&Q uniform and introduce themselves with ID cards.
- We'll carefully place your kitchen in a ground floor room of your choice.
- Your delivery team will scan every item and ask you to sign for it.
- You'll get an electronic proof of delivery.

## 6 Installing your kitchen

**Did you know?** It could take between one and three weeks to install your kitchen.

- If you're installing your kitchen yourself, you can find the installation videos at: [mycabinetguide.co.uk](http://mycabinetguide.co.uk) or visit our **B&Q YouTube channel** for help.



## Need help with your new kitchen?

- We've got a dedicated customer services team who can help. We hope everything goes smoothly, but if for any reason it doesn't, just get in touch.

**Phone:** 0333 014 3357 **Opening times:** Monday-Saturday 8am-8pm and Sunday 10am-4pm

More information can be found at [diy.com](http://diy.com)

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