



## 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 along with the specified deposit which is 25% of the project total.

The remaining project total is then split into 3 further payments: 50% upon signing of production drawings, 15% prior to delivery of furniture and 10% balance upon completion of works.

**Please Note:** Design drawings & plans will not be released from Planet until a deposit payment is placed.

### 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. This is when we will also require the next payment of 50% of the project total and confirm a week commencing installation date, then allowing us to go into production.

We will also produce M&E drawings for your electrician/plumber.

**Please 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

Planet is happy to recommend a builder/contractor we work closely with on many projects to carry out all associated works prior to our installation, i.e. removal of existing kitchen, plumbing, electrics, flooring etc. This option is usual when a client would like everything overseen by the same team.

However, we are more than happy to liaise with a builder of your choice throughout the project and will provide working drawings of suggested plumbing, electrical and lighting layouts.

**Please Note:** Planet requires all flooring to be laid prior to our furniture installation. This is to avoid any future additional return visits to site to fit plinths etc.

We recommend laying flooring wall to wall, but this is ultimately down to the clients personal preference.

Planet 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, which would be following worktop installation, to connect the appliances and plumb in any sinks to the services.

Worktops such as Quartz, Corian & Granite have an approximate 2 week waiting time from templating to installation, at this point our fitters may not be on site full time.

Glass splash backs will be templated for once the worktops have been installed and have an approximate 2 week waiting time from templating to installation. Some mirrored splashbacks have a longer waiting time of up to 5/6 weeks.

A typical install will take approx. 4 weeks to complete, with hand painted finishes taking an additional 5-10 days on site. We only use our own Planet fitters and hand painters, and our friendly team are all extremely experienced in the service they provide.

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

### 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.

