

Your step by step guide to ordering bespoke worktops

1. Select your material and colour from the selection on our website.
2. To get a quotation, simply click on your chosen colour to launch the quote builder and follow the instructions. Please note prices shown on the website are a general guide for the supply of worktop material. These prices do not include additional fabrication work such as cut-outs and shaped work. Please upload a kitchen plan for a more accurate quotation. We will provide a full quotation based on your list of choices once you have sent the enquiry to us by clicking the send button. Please allow 24-48 hours for us to respond with a full quotation.

Or alternatively

3. Email us at sales@buy-kitchen-worktops.co.uk with your requirements. Don't forget to include a scanned plan or sketch of your worktop area, along with details of worktop type and colour, any cut-outs, shaped work, sinks, drainers etc. The more detail you send us the more accurate the quotation will be. Please also advise us whether you require bespoke made to measure supply only or template and installation by us.
4. If you accept our quotation, we will require an email from you confirming this. We will then ask you for a target template date according to your project timescales, and a deposit payment of £230.00 plus VAT. Please allow around 2 weeks between placing order and templating.
5. We will send you instructions on what you need to do to be ready for the template. Please read and action to avoid any failed template charges. If you experience delays in your build, let us know with at least two clear working days notice and we will reschedule your survey date at no extra cost. We will also call you two days before the template to check you are ready and advise you of your booked timeslot.
6. You or your representative will attend the template with our Surveyor, you will both discuss and agree the final specification and the template will be taken. You or your representative will review and sign off the template.
7. The day following the template we will contact you with details of the final template and we will make any adjustments to the final price based on the actual template taken i.e. you may decide you would like window cills as extra items, these would be measured on the day and subsequently included within our final quotation.
8. We agree the final quotation and you pay the outstanding balance in full within 48 hours of completion of the template.
9. We will send you instructions on what you need to do to be ready for installation. Please read and action to avoid any failed installation charges.
10. The worktops are manufactured, and installed approximately 10 calendar days following the template, completing the order. Please note we do not leave temporary worktops for you to use during the time between template and installation. Please ensure you have organised this with your own builder if this is a requirement.

11. Finally, please instruct your other trades to fit the following items into your new worktops or onto any wall cladding we have installed;

- Over mounted sinks
- Waste kits under sinks
- Waste disposal units
- Taps
- Soap dispensers
- Hobs
- Downdraft extractors
- Pop up power docks
- Waste bins set into holes in worktops
- Electrical face plates once wall cladding has been fitted
- Pipe boxing's above the worktop
- Any splashbacks/upstands/ wall cladding you have purchased separately i.e not from us

To view our full 'Bespoke worktop Terms & Conditions' please go to

<https://www.buy-kitchen-worktops.co.uk/bespoke-worktops-tcs/>

Your project notes