

your 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 made sure that we've got your mobile number and email address, so your delivery date can be arranged.
- At this stage, we'll only be able to give you an approximate week commencing date for delivery.
- Our courier will call to arrange a convenient delivery date and time during that week,

Top tip: Make sure you've left around 2-4 days between delivery and the date your fitter is booked in, to check you have everything you need.

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

Did you know? A large kitchen could take up as much as two car park spaces. Make sure you have the space to store your kitchen delivery.

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

Top tip: Don't start ripping out your cabinets until you've received your order in full.

4 day before your delivery

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

need help with your new kitchen?

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

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

*A health and safety assessment will be conducted to ensure it's safe for our home delivery crew.



5 delivery day

- Make sure access to your property is clear, and there's space for our delivery van - they can be as long as three car lengths!
- 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 home delivery vehicles have a trained crew of two, wear B&Q uniform and introduce themselves with ID cards.
- We'll carefully place your kitchen in a room of your choice.*
- Your delivery team will scan every item and run through your order, so you know what's been delivered.
- They'll ask you to sign for it and send an electronic proof of delivery.

6 installing your kitchen

Did you know? It could take between one and two weeks to install your kitchen

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

B&Q

your kitchen project explained

