

Your **kitchen** project explained



B&Q

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 agreed your delivery date and explained that your exact time of delivery will be confirmed nearer the time by our carrier, XPO Logistics.
- We'll have made sure that we've got your mobile number and email address, so we can keep you updated.

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

- A large kitchen could take up as much space 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 **1800 860 560**. We can make changes to your order up to five days before delivery.
- You'll receive a phone call at least 4 days before your delivery.
- Don't forget someone (aged 18 or over) will need to be at home to sign for the delivery

Tip: Don't start removing your cabinets until you've received your order in full.

4 Day before your delivery

We'll send you a text message reminding you that your delivery is arriving, along with a link where you can track your order. All deliveries are made between 8am and 6pm.

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 30 minutes before to confirm we're nearly there, and you'll receive a text when you are the next stop.

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, 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 you will receive a copy of the proof of delivery via SMS.

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 help and guidance at diy.ie/kitchen-advice

Need help with your new kitchen?

Phone: 1800 860 560

Opening times:

Monday-Saturday 8am-8pm
and Sunday 10am-6pm

More information can be found at diy.ie

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