



Your
kitchen
project
explained



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 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.

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 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 (aged 18 or over) will need to be at home to sign for the delivery.

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.

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 three weeks to install your kitchen.

If you're installing your kitchen yourself, you can find help and guidance at [diy.com/kitchen-advice](https://www.diy.com/kitchen-advice)

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.