Our Service to you...
SUPPLY ONLY

STEELPLAN KITCHENS

We want our service to be transparent with no nasty surprises! So:

Lead-time
This is how long we need to manufacture your kitchen. This is stated on your quotation and starts once we have received your order* and you have confirmed the door colour. We will then send you an order acknowledgement stating a provisional delivery date.

Room Dimensions
Next we will send you a drawing requesting accurate room dimensions so that we can check that your kitchen fits, and to commence manufacture of worktops. (we need this information back quickly as it takes us three weeks to make the worktops). If you would prefer not to take these dimensions yourself then just let us know and we can provide you with a price to come and take them for you.

How are you getting on?
Three weeks before the provisional date we will call you to see if you still want delivery then and if so to agree it as the intended delivery date. If you are not ready then you can select a new provisional date and we will call you again three weeks prior to that.

Final Check
One week prior to the intended delivery we will call you again. If you have to delay the delivery at this stage then that is not a problem: For delays of up to one week we will store your goods in our factory. However if you need to delay for longer than that then don't worry, as we can place your goods into commercial storage at a very reasonable cost to you. Having raised an invoice for the goods we will then just wait until you are ready, please give us five days notice of when you want them delivered.

Post delivery
Should there be anything wrong with the goods we have delivered then just contact our dedicated support team on **020 8254 0098** or email: **support@steelplan.com** for help. If we need to replace anything then our aim is to re-deliver these items within 14 days.

*Pro-forma customers may have to make a payment prior to commencement of manufacture.