



REGAL[®] KITCHENS

● Where Client is King ●

CREATING YOUR 'PERFECT KITCHEN'



A STEP-BY-STEP GUIDE



Our design service puts you in control of the decision-making process whilst allowing you to benefit from our expert guidance and advice regarding the many options available. We have summarised below the steps we would normally recommend in order to help you create your 'perfect kitchen'.

1 SHOWROOM VISIT



You will receive a warm welcome at our showroom and we'll be delighted to show you the many styles of kitchens, work surfaces and appliances we have on display. To ensure that we can best help you, we'll be keen to develop a clear understanding of your needs including what's on your 'must have' and 'wish' lists. We'll also talk you through the design service and anything else you need to know about the company so you can decide whether we're the right kind of business for you to deal with and entrust with your home improvement.

2 HOME VISIT AND DESIGN



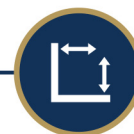
Following your showroom visit, there will be an opportunity to book a design appointment where we will be pleased to visit you in your home. Here, we will take some measurements and spend some time with you to further understand your needs and preferences so that, together, we can design your perfect kitchen. We will provide you with as much support and guidance as you may need to make a well-informed decision as to which design is the right one for you and your home. As part of our design service, we'll take you through our multi-level pricing matrix and give you a range of prices based on your preferences. This keeps you completely in control and helps you make fully-informed choices to suit your budget. Our initial design service is provided without cost or any obligation on your part.

3 REVIEW MEETING



Following the initial home visit, you and all interested parties will be invited into the showroom, where the design can be perfected and we will assist with the artistic decisions such as cabinetry, colours and textures that best compliment your home and ensure your dream is translated to reality. If after this meeting you are happy to commission the work to undertake your project, we'll ask you to pay a token deposit.

4 FULL TECHNICAL SURVEY



Prior to work commencing, we will complete a full technical survey of the project to ensure everything you've decided upon is both achievable and complies with the latest regulations for building, gas, electricity and plumbing etc. This would also give you the opportunity to discuss any additional works involved with our installations manager.

5 ORDERING YOUR KITCHEN



Once you are happy with all of our choices and we have agreed your dates and timescale, we will place your order and schedule your project into our works diary.

6 PRE-INSTALLATION VISIT



A pre-installation visit will take place with your fitter approximately 1-2 weeks prior to commencing with your project. We will prepare a schedule outlining when we expect the project to start, what will be happening at each stage of the project and also the anticipated completion date.



TAKING CARE OF EVERYTHING FOR YOU

OUR CUSTOMER SERVICE



Founded in 2009, Regal Kitchens is proud to have won so many industry and customer focused awards, for excellence in customer service and kitchen design as well as for our beautiful showroom, website and the community events we regularly host.

Once your order has been taken, your project will be placed in the very safe hands of Janice, our dedicated in-house Customer Service Manager. Janice has many years experience within the kitchen industry and her role is entirely focused on ensuring that we deliver on our promises made to you.



To ensure we meet your expectations throughout the entire project she will:

- Write to you to confirm the commencement date of your project and provide you with a revised installation schedule taking into account any changes since the original version was prepared.
- Liaise with your installation team and co-ordinate their activities to ensure your project runs as smoothly as possible from start to finish
- Keep in touch with you on a regular basis so you remain fully informed of any developments
- Make sure the work is completed in accordance with the agreed design and schedule, resolving any issues that may crop up along the way
- Co-ordinate any remedial or additional work required to finish the job to your complete satisfaction
- Carry out a customer satisfaction survey and our own quality checks with you when your project is complete

OUR INSTALLATION SERVICE



Regal Kitchens is the only independent kitchen company in Essex to have been awarded the prestigious FIRA (Furniture Industry Research Association) Gold Certification for excellence in installation.

Using our in-house team of highly experienced and professional tradesmen, we will ensure that your kitchen installation and any other associated home improvements you may require (for example, tiling, electrics, building works etc.) are completed to the highest of standards.

We are proudly endorsed by Which? as a Which? Trusted Trader, giving our customers peace of mind in our workmanship.



OUR PROJECT MANAGEMENT AND QUALITY CONTROL

Working alongside Janice, our Installations Director Phil Edgell will be responsible for ensuring we deliver on our promises to you. As such, he will:

- Oversee the co-ordination of all aspects of your project
- Carry out site visits and inspections to ensure our high standards are being maintained
- Where necessary, make recommendations for improvements to be made
- Complete a detailed quality-control checklist at the end of the project

OUR ASSURANCE TO YOU

If an unforeseen problem arises during your project, we will inform you without delay and we will endeavour to resolve any issues to your complete satisfaction and at the earliest possible opportunity.



Visit our showroom at: **279a Beehive Lane, Chelmsford, CM2 8LU** ☎ 01245 351 151

Warehouse: **69 Cutlers Road, South Woodham Ferrers, CM3 5WA** ☎ 01268 525 922

✉ info@regalkitchens.net 🌐 www.regalkitchens.co.uk

Award-winning customer service!

At Regal we're as passionate and caring about your kitchen as you are, a quality that has been recognised at the Kbsa Awards on multiple occasions.



FREE
PARKING



OPEN
DAILY

Company Registered Address: 2nd Floor Offices, 26-28 West St, Market Square, Rochford SS4 1AJ | Company Number: 6832945
Registered in England and Wales as Regal Kitchens Ltd | VAT Registration Number: 977 411 689

