

## How long does it all take?

The exact length of time it takes to create your kitchen from the first step to the finishing touches will vary according to the furniture size and the worktop style you choose.

As an indication of what to expect, you should allow between a week and 10 days for the planning visit, and another week to allow us to complete the estimate. Once you've accepted your estimate, you'll be allocated a fitting date which is usually within six to 10 weeks. The fitting itself should require approximately five days, although the installer may have to complete the work in more than one visit.

## What about payment?

Once you've accepted the estimate, you'll need to pay a non-refundable deposit of 20%. The balance, excluding 10% of installation costs, needs to be paid two weeks before your delivery date.

For more information about our services please visit [johnlewis.com/services](http://johnlewis.com/services)

If you'd like to read this literature in an alternative format please ask one of our Partners.

You can find lots more online at [johnlewis.com](http://johnlewis.com)

## Thinking about a new fitted kitchen?

Let our full planning and installation service take care of everything.



Featured on the front cover: Jude Keenan, Kitchen Planner

John Lewis department stores SD832-98 / 02.12



Your kitchen is the heart of your home. It's a place where you want to feel comfortable and relaxed, and it needs to work perfectly on a practical level too. Buying a new kitchen is a big purchase, so you'll want to get it right, and choose a name you can trust.

At John Lewis we've been selling kitchens for 80 years. We offer a wide range of styles from classic to contemporary, with choices to suit every taste and budget, plus all the sinks, taps and appliances you need.

We offer a complete Fitted kitchen service, which takes care of everything from planning your space to getting it all installed. And for your peace of mind all of our fitted kitchens come with a 5-year guarantee included at no extra cost. Follow the step-by-step guide in this leaflet to find out how we'll help create the perfect kitchen for you, all with the minimum of fuss.

### **Step 1: Choosing the look**

Take some time to browse our ranges and find a kitchen that you will love. You'll find our whole collection online at [johnlewis.com/fittedkitchens](http://johnlewis.com/fittedkitchens) and in our latest kitchen brochures. We offer a great choice of materials, finishes and colours to help you achieve the effect you're looking for.

#### **Need help choosing?**

Visit your local shop and talk to one of our Partners. They'll make an appointment for you to have a more in-depth discussion in store where they'll help you choose the best range for your budget and lifestyle, arrange samples and match up with the existing colours in your home. Once you've decided what style of kitchen you want, it's time to book a planner to visit your home.

### **Step 2: Designing your kitchen**

When the planner arrives at your home, they'll use their expertise to help you design your kitchen. The whole kitchen planning process costs just £50, which is fully redeemable against the purchase of your kitchen.

#### **What does the planning visit involve?**

Making accurate measurements and using the latest computer technology, your planner will design a kitchen to function perfectly in the space available. When the design has been finalised, you'll be invited to your local shop, where the planner will present the design to you, explaining the details and cost estimate. Once you've approved the plans and estimate, we'll order your kitchen and get everything moving onto the next stage.

### **Step 3: Delivery and Installation**

Delivering and installing your kitchen can be a bit of an upheaval, but we try to be as considerate as possible, and our installers will do everything they can to minimise mess and disruption.

#### **What should you expect?**

The kitchen units will typically be delivered a few days before installation which means you will have to store them for a short period before we fit them. Your appliances and accessories will be delivered during the installation.

Our qualified installers will then arrive to carry out all the work involved, from getting rid of your old kitchen, to installing the new furniture and connecting appliances. All gas work is carried out by Gas Safe Register installers, while all electrical work meets the latest Institute of Electrical Engineers standards and complies to current building regulations.