



THE MAIN COMPANY

ESTABLISHED 1978



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## 1 How to start

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The best thing to do is get in contact. Please just provide us with the following information either in store, by telephone or via email at sales@maincompany.com

### **Details**

- Full address and contact details.

### **Timeline & Budget**

- A timescale you are intending to work to and an idea of budget you are working to (this is not essential but helps us in the planning).

### **Plans**

- These can be full architect's plans or simply a hand sketch (with measurements).

### **Style**

- Let us know which kitchens you like! Whether it's in store, online, or something you have seen at a show.

### **Technical**

- Any appliances, cookers, sinks, etc. you would like to include.

## 2 Quick project guide from start to finish

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### **Estimate**

- Estimations are provided either from plans (your own/architect's) or initial site visits.

### **Design/CAD**

- If the estimation is of interest we will then proceed with 3D visuals and a detailed quotation.
- There is still no obligation (or charge) to proceed with the design, though the design remains property of The Main Company.

### **Deposit**

- Once you are happy with your design a 30% deposit is required to proceed.
- Please see payment terms for the payment process in full.

### **Site Measure (if required)**

- Once the space is as requested for the final measure a representative will come to confirm all measurements.
- Please see status for kitchen before site visit.

### **Sign Off**

- A detailed set of elevations, plans and unit breakdown will be provided before your kitchen goes in to production.
- This needs to be signed off to confirm everything is as discussed.

### **Production**

- Once all details have been signed off your kitchen will enter production.
- This is when the 8-10 week lead time will start.

### **Fitting**

- Once a fitting date has been confirmed we will require the interim payment (Please see Payment Terms).
- Fitting can take anywhere from two days to two weeks depending on your project size. This can be advised by your project manager.
- Stone, granite, quartz or concrete worktops are then fitted up to two weeks after our installation.

### **After Care**

- A site visit is arranged with your project manager to check everything is as it should be.

## **3 Plumbing, Electrical and Building Works**

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We are unable to provide any plumbing, electrical or building works during your kitchen installation.

Prior to this we can advise plumbing and electrical points but this work has to be carried out by your own tradesmen.

During the installation any pipework and cabling will be pulled through in to the correct location, but this has to be connected by your tradesmen post installation.

## **4 Payment Terms**

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There are three stages to our payment process:

- 1. Deposit:** We take a 30% deposit on the full kitchen quotation plus full payment of any appliances.
- 2. Interim:** The full balance less £1000.00 (one thousand pounds) has to be paid prior to the installation date.
- 3. Final Balance:** Once the installation has taken place the remaining balance and any minor adjustments will be invoiced.

If in the rare case you have paid your deposit but can no longer proceed, a refund less £300.00 is obtainable within one week after the deposit payment (e.g. on a deposit of £1000.00, the amount being refunded will be £700.00).

## 5 Status for kitchens before site visit measuring for final plans

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1. If applicable, the current kitchen should be removed by your own tradesmen.
2. Aga if used to be installed at agreed height (usually between 900 and 910mm).
3. Floor to be laid back to walls – or at least screed to be down with actual sample of tile or floorboard to be laid.
4. Plumbing to be installed including waste pipes, outlets and inlets, all appliance connections to be done by customer's plumber.
5. Electrical cable ready to be pulled through into cabinets where necessary, once these are pulled through the customer's own electrician to wire up. All appliances to be connected by customer's own electrician.
6. Provision for under wall cabinet or internal wall cabinet lighting made if wanted.
7. Heating manifold to be installed.
8. All walls plastered – or at least to plasterboard state.

You will need to plan what to do for alternative means of cooking and make plans for the period you may be without cooking, washing and cooling facilities. This may be up to 4 weeks depending on the project.

## 6 Installation

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There will always be a little bit of dust made in the process of installing your new kitchen. Whilst we try our best to keep the mess to a minimum, you must appreciate that this is part of the process and you will find dust settling for a few days.

In order for the installation to take place, all plumbing, electrical and building works have to be fully completed, e.g.:

- All pipework completed and ready to be pulled through in to the correct location.
- All cabling completed and ready to be pulled through in to the correct location.
- All walls completed and dry (plastered and/or painted).
- Floor and ceiling works to be completed prior installation.

Any appliances will be placed in situ during your kitchen installation. These will be left unconnected and it is down to your tradesmen to connect and reinstall if required.

## 7 Unit Finish

All our pieces are painted using Little Greene Intelligent Eggshell. This is a very durable finish which is washable. In total we apply seven coats of paint on any given piece which is broken down as follows:

- One aluminium primer
- Two sprayed under coats
- Two sprayed finish of selected paint
- Two hand finish of selected paint
- Final touch up on site

Your items can be supplied in either a sprayed or hand painted finish. As standard we finish in a hand painted finish and it must be specified otherwise.

It is possible to use an alternative paint brand though there is a surcharge for this service due to the increased time taken for production.

## 8 Worktops

The majority of wooden and metal work tops are pre fabricated before your installation and fitted at the same time as your kitchen.

All stone worktops (Dekton/Granite/Caesarstone/Silestone) require a template to be carried out after installation of your kitchen units. This is usually within a week and requires 7 - 10 days to be fabricated before installation.

To discuss any queries or exact requirements, please make yourself available when the worktops are templated and also when they are fitted.

Temporary tops can be supplied, at an additional charge, in the interim while your stone worktops are being fabricated.

### Cost guide (estimation only):

Material	Thickness available (mm)	Starting price guide
Pine	20-52	£
Oak (French)	20-52	££
Oak (Limed/Wagon)	20-52	£££
Granite	20-40	£
Stainless Steel	5-50	££
Silestone	12-30	£££
Caesarstone	13-30	££££
Dekton	8-20	£££££

**Q. What deposit is required for a kitchen order to be placed?**

A. We require 30% of the kitchen total plus the full amount of any appliances.

**Q. Do you do supply only?**

A. Yes. The one stipulation of “supply” only is all final measurements have to be supplied by yourself or tradesman, and no site visits are undertaken.

**Q. I live in [enter location here] are you still able to fit my kitchen?**

A. Yes. We fit nationwide.

**Q. How long does it take from start to finish?**

A. In general a project usually takes around 14-18 weeks. 4-6 weeks for the design, consultation and measure up. 8-10 weeks for your kitchen to be made. 1-2 weeks for the kitchen to be fully fitted.

**Q. What is the guarantee on my kitchen?**

A. We offer a lifetime guarantee on the kitchen units. All hardware (knobs, runners etc.) and appliances are subject to the supplier’s warranty.

**Q. I have my own appliances, can I use these?**

A. Yes. We do require a full specification sheet prior production.

**Q. Do you offer any aftercare service?**

A. After installation we arrange a site visit to confirm your satisfaction and will provide aftercare instructions.

**Q. Can I book an in store design consultation?**

A. Yes. We offer daily consultations, just get in touch via [sales@maincompany.com](mailto:sales@maincompany.com).

**Q. Do you paint on site?**

A. Your units are finished prior to fitting, so only touch ups are necessary on site.

**Q. Are handles included in your unit cost?**

A. No. We supply a large range of handles. As each can vary in price we allow a blanket provision for handles when initially doing quotations. This is then adjusted accordingly.

## 10 Useful Contacts

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01423 330451

The Main Company

03448 928989

NEFF Customer Support

03448 928999

Siemens Customer Support

03448 928988

Gaggenau Customer Support

01202 733011

Lacanche Fourneaux de France

01708 526361

Perrin & Rowe

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