



Delivery Service Procedure

After your order has been processed, you will be contacted to book a suitable delivery date. Your delivery will be carried out by one of our dedicated delivery partners. Deliveries are made between 9am and 5pm, unfortunately we are unable to guarantee a specific time for your delivery. Our delivery partner will contact you the day before your delivery to advise of an estimated 2 hour time slot. You may receive an email with details on how you can track your delivery, or a text giving you additional delivery information.

Delivery dates are subject to our stock levels. An estimated delivery date will be advised on placing your order either by phone or email. If we are unable to meet this estimated delivery date due to events outside of our control, we will contact you to advise a revised delivery date.

All deliveries will be made to ground floor only and normally to the room of your choice. It is your responsibility to ensure that there is adequate access and space to deliver the good(s) to your property. To ensure we can successfully complete your delivery, it is very important that you advise of any access issues, such as stairs or limited space when you are called to book your delivery.

Should you need to change or delay your delivery please notify us at least 2 days before your delivery date.

Should we be unable to complete your delivery due to any of the following reasons, a failed delivery charge will be applicable to cover any additional delivery attempts:

- If you should cancel/change your delivery less than 2 days before
- You are not at the property on the pre-agreed date
- The delivery location is deemed to be unsuitable/unsafe

We always try our best to deliver your goods on time, however occasionally we may experience delays beyond our control, for example adverse weather conditions or traffic incidents. In this instance you will be contacted as soon as we become aware of the delay to reschedule your delivery for the next available delivery date.

Cooker hoods, hobs and built in ovens are delivered by a 1 or 2 man delivery team. Range cookers are delivered by a 2 man delivery team. For all range cooker deliveries to a residential address, the drivers will unpack the range cooker and fit the feet. Accessories, if delivered without an appliance order, will be sent by Courier.

On delivery please unpack and inspect your good(s) for any transit damage before the drivers leaves. Please report to any issues to us within 48 hours of delivery. If there is any slight damage and you accept the appliance, please ensure that you note this on the Proof of Delivery document that the delivery team ask you to sign. Please retain any packaging as we may require photographs of this together with the good(s). If the packaging is visibly damaged, it may be prudent to photograph this before unpacking and checking the good(s).

If goods are not unpacked and inspected at point of delivery and therefore no issues/damages are noted on the Proof of Delivery document, KitchenEX, nor our delivery partner, will not accept any liability for any issues/damages reported afterwards.

Delivery will be complete when we deliver the good(s) to the address you supplied to us. On completion of delivery you own the good(s) and they become your responsibility.

We deliver to mainland UK addresses. We can arrange delivery to Northern Ireland, Eire, and Channel Islands for an additional cost. You can contact us for a quote should this be required. Any goods shipped outside of Mainland UK after our delivery is complete will not be covered by our warranty.

We will not be liable for any losses caused by any delay in delivery.

COVID-19 Update

Please note that due to the global coronavirus outbreak possible delays, suspensions and changes to our delivery services may be possible. You will be advised upon booking your delivery if there are any changes which will affect your service.

If you have any additional questions, please contact us using one of the following methods:

Email: office@kitchenex.co.uk

Telephone: 0114 399 8672