



Frequently Asked Questions (FAQs)

We would like to take this opportunity to thank-you for taking the time to visit our DIY-Kitchens showroom. The showroom contains lots of stunning displays with hundreds of features and clever ideas and we understand that you will have lots of questions to ask. Below we have tried to answer some of the more frequently asked customer questions....

Can you design my kitchen for me?

Whilst our team can certainly offer you advice on your kitchen design, we don't offer a design and planning service. By encouraging our customers to create their own kitchen plans, we don't incur the expensive overheads associated with employing a team of kitchen planners. In doing so, this allows us to keep the cost of your kitchen to an absolute minimum. Please feel free to take one of our DIY Kitchen Planning Guides to assist you.

Can I order my kitchen in the showroom?

Unlike other showrooms, we don't put our customers under pressure to order their kitchen in our showroom. Our customers are encouraged to take inspiration from our showroom, obtain advice from our no hassle team and then place an order on-line from the comfort of their own home. By doing a little more work yourself, you can save thousands of pounds over buying from our competitors.

Are your kitchens flat pack?

Unbelievably, despite our low prices, all of our kitchens are supplied pre-assembled, or rigid as it's known in the trade. We assemble our cabinets using the time honoured method of glue and dowels but if you specify it, we can supply cabinets 'dry assembled' which means you will be able to take the cabinets apart on site. This might be particularly useful for larger cabinets if you have narrow hallways or doorways in your property or you live in an apartment building where access might be more difficult.

Could I install my own kitchen?

As our kitchens are supplied fully assembled, the installation process is much less complicated than that of a flat pack kitchen. A reasonable level of DIY competency is required but if you're confident, go for it! We've even graded the level of diy competency required as you look around some of the cabinets and accessories in the showroom. There are, however, certain elements of the installation process that by law, should only be carried out by qualified trades professionals eg gas and electrical installations.

Do you have any door samples or colour swatches I can take away with me?

We have sample doors available for purchase in the showroom (from as little as £5) and the cost of these will be refunded when they are returned to us. In addition, where our kitchens are available in a variety of colours, we have sample paint swatches that you can take away with you today completely free of charge. Look out for paint swatches around

Do you fit the doors to the cabinet?

Yes, all of our cabinets are supplied with doors pre-fitted so it's important you specify the side you require the door hinging.

So how do you know what side my door will open?

As we fit the doors to the cabinets, we'll need you to tell us what side of the cabinet the door should be hinged from on single cabinets. When you order a cabinet you will be prompted to specify 'Right Hand Hinged' or 'Left Hand Hinged', simply click the desired handing and we'll do the rest. If you're specifying a washing machine, the majority are manufactured to be hinged from the left – keep this in mind when you're planning your kitchen as this could restrict access.

Do you drill the doors for handles?

We offer many different handle styles and sizes and so it's therefore not practical for us to pre-drill doors for handles.

What's the smallest cabinet I can fit a sink in?

This depends on the type of sink you would like to install. If you would like to include a single bowl sink then the minimum width cabinet you require is 500mm, for a bowl and half (1.5 bowl) then the minimum width cabinet required is 600mm.

Do I need a cabinet for built-under appliances?

Built-under dishwashers, fridges, freezers, washers and double ovens do not require a cabinet – the only additional item required (with the exception of a double oven) is an integrated appliance door. Built-under single ovens will require a cabinet – a built-under oven housing.

You say you offer a 'Bespoke Paint' service on some of your kitchens, what does this mean?

As we manufacture and paint our own doors right here in the factory, we are able to offer our 'Bespoke Paint' service which allows you to create a truly personalised and unique kitchen. If you've a favourite colour in mind, send us a sample of the colour or quote us a paint reference and we'll match your kitchen to it.

How much does the 'Bespoke Paint' service cost?

Many of our competitors will charge thousands of pounds for a bespoke finishing service but we are able to offer our 'Bespoke Paint' service for the small premium of only 10%. Remember this premium is only added to the doors and accessories we paint and not the cabinets and therefore represents exceptional value for money.

If you require any other information, please contact a member of staff.