



MAGNET DELIVERY & INSTALLATION SERVICE

YOUR GUIDE TO STAYING SAFE Coronavirus

—
July 2021



Magnet
part of the family

STEPS TO ENSURE YOUR SAFETY

Dear Customer

You are now very close to achieving your dream kitchen. You've made many choices to ensure your new kitchen is just perfect and now it's time for delivery and installation.

As you will be aware, the Government has announced the easing of legal restrictions relating to Covid-19. There are still guidelines that the Government recommends to help prevent the spread of Coronavirus and we will follow these guidelines to keep you, your family and our teams as safe as possible.

In these uncertain times, we want to ensure that we are keeping you and our teams as safe as possible, so here's an overview of what you can expect throughout your delivery and installation, if you have selected Magnet's installation service.

We advise you to also use this guide if you are arranging your own installation.

GUIDELINES FOR SAFE DELIVERY & INSTALLATION

Our safety guidelines follow Government advice and our delivery and installation teams will follow these guidelines when carrying out any work in your home.

We will always contact you prior to any deliveries or visits being made to your home.

If you selected Magnet installation, our Approved Installer will attend your home as scheduled unless you indicate that it would be unsafe to do so due to CV-19. If the Installer is unable to attend, again due to CV-19, we will inform you and rearrange the work as necessary.

On the day of your delivery, we will contact you to check again and ensure nothing has changed.

If you or any member of your family start to feel unwell, display any Covid-19 symptoms or have returned from another country and you need to quarantine, please **contact us immediately** and we will reschedule your delivery and/or your installation.

WHAT ARE CORONAVIRUS SYMPTOMS?

The most important symptoms of COVID-19 are recent onset of any of the following:

- A new continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste or smell (anosmia)

If you, or your family, show any of the above, please follow NHS guidelines.

Mike Taylor
Head of Customer Experience

DELIVERING AND INSTALLING YOUR KITCHEN

DELIVERY

To ensure your safety, no deliveries will take place without your prior agreement.

The delivery team of the main kitchen and any additional deliveries, direct from our suppliers, that form part of the order will all follow safe working practices in line with Government guidelines, they also have their company specific guidelines to follow in addition to this document (you can request a copy of these at any time).

Our dedicated kitchen delivery team will contact you on the morning of delivery, to give you an estimated time and check your household is fit and well. All deliveries and items will be checked on the day with a no contact sign off.

INSTALLATION

If we are installing your kitchen, then your dedicated installer will commence work on your agreed day, following safe working practices to their own specific brief which is issued to them separate to this document (you can request a copy of this at any time). They will complete a CV-19 Risk Assessment at the beginning and throughout the work whilst in your home.

Remember your dedicated designer is on hand to help with any post-delivery queries you may have, whether we are installing your kitchen or you have your own installer.

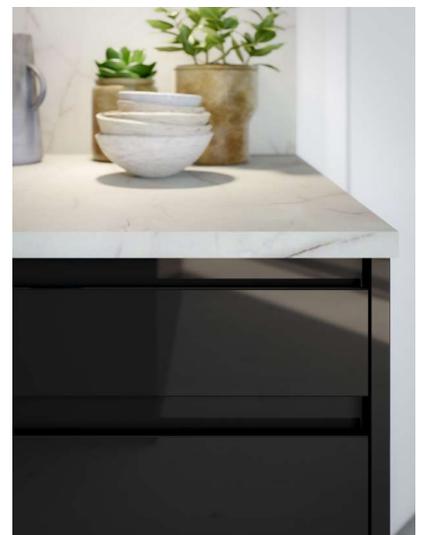
If you are worried about any aspect of your safety at any point, please contact your local store and they will discuss your concerns and if required they will arrange to reschedule things accordingly.

The Magnet customer care team are also on hand supporting you and our store network through every step of the journey.

3rd PARTY SUPPLIERS

On occasion, we will use trusted 3rd party suppliers (e.g. for specialist worktops, such as granite, quartz and Corian and specialist appliances, such as American style side by side cooling, Rangemaster cookers) to deliver and install products on our behalf. We will always let you know if your order has any of these products and what company it will be delivered from.

Any 3rd party suppliers we use will contact you separately to make arrangements and where possible will provide an AM or PM slot. They will also follow safe working Please note, it is likely these items will be delivered on a different day to your main kitchen delivery.



ENJOY YOUR KITCHEN

Finally, once safely installed it's time to enjoy your new kitchen and make it part of your family.

Your purchase is backed up by our clear guarantees, which you will find detail of within your Magnet Kitchen Owners Guide and this also covers everything you need to know about caring for your new kitchen and includes key contact details.

If you selected Magnet installation, you can trigger your Smart Care visit at any time via our website, up to one year after completion, where we will visit and check your entire kitchen to make sure all is as it was on the day it was installed.

Thank you for reading this guide and if you would like to discuss anything further please contact your local store or our customer care department using the below contact details:

CONTACT US:

BY POST TO:

Customer Care, Magnet Ltd
Allington Way,
Darlington,
Co. Durham,
DL1 4XT

BY TELEPHONE TO:

Mon to Fri: 8.30am until 5pm:
Sat: 9.30am until 12.30pm:
01325 744093

BY EMAIL TO:

ccenquiries@magnet.co.uk