



MAGNET DELIVERY & INSTALLATION SERVICE

YOUR GUIDE
TO STAYING SAFE



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 of your kitchen.

In these difficult 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, we will ask you to confirm by email that you are happy to meet the following safety guidelines in your home.

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 or display any Covid-19 symptoms, please **contact us immediately** and we will reschedule your delivery and/or your installation.

WHAT ARE CORONAVIRUS SYMPTOMS?

The symptoms start with a fever of above 37.8°C, followed by a dry cough, which can lead to breathing problems. If you develop these symptoms, you must self-isolate for 7 days. If you live with someone who has a new continuous cough or high temperature, stay at home for 14 days in case symptoms develop.

Mike Taylor
Head of Customer Experience



FOLLOW THIS CHECKLIST

To make sure the next steps go smoothly, we've provided a checklist for you to follow to ensure everyone's safety.

DURING DELIVERY AND INSTALLATION:

- During delivery and installation, ensure you **keep a 2m safe distance from the delivery and installation teams** at all times. Please remember this includes when you are required to check work or speak to the installer
- During delivery of any products, **please do not assist the delivery team to unload**
- You will not be asked to sign for deliveries these will be **done contactlessly**
- Where possible **close off your kitchen area**, this could be a dust sheet taped around entrances leading to the kitchen area
- Please **designate door(s), separate if possible**, for the installer to use to enter and exit your property
- Please **advise the installer where they can wash their hands whilst** in your home, as well as which restroom to use throughout the installation, if applicable

IF MAGNET ARE INSTALLING YOUR KITCHEN:

- Each time your installer has finished at your home for the day, **the Installer will clean the area they have been working in**

IF YOU HAVE ARRANGED YOUR OWN INSTALLATION:

- If you are using your own installer, we advise you to follow the same check points & safety guidance.

BEFORE -DELIVERING YOUR KITCHEN

STEP 1: MAGNET PRE-INSTALLATION CHECK

If you have chosen Magnet installation, your dedicated Magnet Installer will need to visit your home to conduct a pre-installation survey, so that they can check measurements, technical elements and discuss the time plan for installation once your kitchen is delivered. If any changes are required, they will liaise with the local store.

We will contact you to arrange a suitable time for the pre-installation survey.

Our installation teams will follow these guidelines when carrying out any work in your home.

STEP 2: PRE-DELIVERY CHECK

We will be in contact again before your delivery is due to check you and your family are well and to remind you of the safe working practice agreements.

We will also ask you for your balance payment.

Payments can be taken over the phone by credit card, bank card, BACs direct transfer, or by our Barclays flexible finance options.

You will then be contacted the day before delivery to check all the arrangements are still the same.



DELIVERING YOUR KITCHEN

STEP 3: 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. Please note, it is likely these items will be delivered on a different day to your main kitchen delivery.

STEP 4: ON THE DAY OF DELIVERY

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.

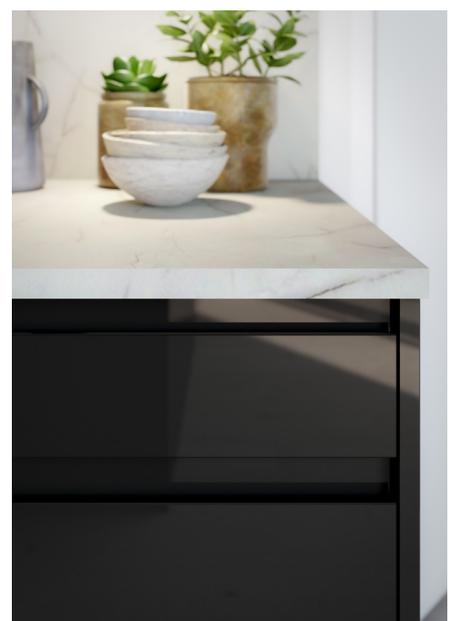
STEP 5: DELIVERY

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

We can store goods in either your garage or a designated area in your home that you have prepared.

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 as outlined above and in line with HMG 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).

All deliveries and items will be checked on the day with a no contact sign off.



INSTALLING YOUR KITCHEN

STEP 6: INSTALLATION

If we are installing your kitchen, then your dedicated installer will commence work on your agreed day, following safe working practices as outlined in this guide and to their own specific brief which is issued to them separate to this document (you can request a copy of this at any time).

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.

Any agreed replacements that may be required, will be delivered to you using our Fastrack system.

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.



INSTALLING YOUR KITCHEN

STEP 7: INSTALLATION CONTINUED

Where we are using a trusted 3rd party to install certain specialist worktop products such as granite, quartz and Corian, or to fit an American style fridge freezer, Rangemaster cooker and specialist glass, you will have been informed who is carrying out this work and when.

These companies are all working in line with the safe working practices and guidelines set out by HMG, as outlined in this guide and to their own specific company brief which is issued to them separate to this document (you can request a copy of these at any time)

When we are fitting specialist tops the fitting process has two key stages: -

- 1: Templating
- 2: Installation

These stages are approximately 14 days apart.

Temporary surface can be fitted during this time to allow some functionality, please discuss with your Magnet installer or your own installer should you require this.

You need to be involved in both of these stages to ensure the end result is exactly as you require.

You will always be contacted prior to any visits to your home taking place

The installation teams for specialist worktops, glass and appliances will agree with you on how they can work safely together in your home, ensuring safe distancing is adhered to.

If you have any questions about this, please contact your local store or customer care.



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 within your Magnet Kitchen Owners Guide and this also covers everything you need to know about caring for your new kitchen, including key contact details.

If you selected Magnet installation, your Smart Care visit can be triggered at any time, 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:
Scotland, North West & North East: 01325 744052
Midlands & Wales:
01325 744043
South West: 01325 744015
South East: 01325 744067
Sat: 9.30am until 12.30pm:
01325 744015

BY EMAIL TO:

ccenquiries@magnet.co.uk



Thank you.
The Magnet Team