

FREQUENTLY ASKED QUESTIONS

GENERAL

A common complaint when kitchens and bedrooms are installed is that work is poorly finished. What differentiates Kelly Kitchens & Bedrooms Ltd?

We are a family run enterprise with a tremendous amount of experience in the kitchen industry and our reputation is critical. Historically we have relied on referral business so quality and customer satisfaction is paramount to our continued success. We pride ourselves in thoroughly managing the entire process from production of your kitchen and bedroom to installation in your home. Our services are only as good as the completed fitting and even the highest quality kitchen can be ruined by poor fitting. We stand over each and every fitting to ensure it is done to the highest standard to showcase your kitchen and bedroom to the maximum.

How do you present the final design concept?

Every design starts with a personal appointment in your home with either Seamus or John Kelly. A detailed measurement is taken and initial design ideas discussed. The drawing is then converted into a 3D Artiscad impression allowing you to clearly visualise the final space. Nigel will then work through each and every aspect of the design until it is finalised. This includes selecting specific doors, worktops, handles and accessories.

Does Kelly Kitchens & Bedrooms require a deposit prior to commencement of work? What are your payment terms?

We have always taken the view that this approach is fundamentally wrong and that customers should be allowed to retain substantial monies until a job is complete. This not only affords the client with financial leverage but it ensures that we as a company remain focused upon finishing the work to the complete satisfaction of the client.

We will require a deposit as every order is unique to that client and goods purchased by ourselves cannot readily be reused elsewhere. Once the client is completely satisfied with the final installation a final invoice will be raised.

Do you use sub contract labour?

Most of our fitters are directly employed by us and have been with us for many years. We will also use self employed fitters who work almost exclusively for us. We coordinate all aspects of the job, this includes liaising with builders, plumbers, electricians etc working on site to ensure minimum disruption and timely completion on our side. We never sub contract installations to other companies.

Are your prices competitive?

Yes. Whilst we may not be the cheapest in the market, quality is our trademark and we do not compromise on the products used. We always suggest to our customers to check whether a competing quote is using like for like products. We will work with you to achieve the best design within your budget whilst still meeting your individual needs.

What if I need additional services such as disposing of my old kitchen or wardrobes, additional electrical points or a sink installed? Do you have qualified electricians or plumbers?

We have a number of trusted tradesmen we can recommend. While they are independent sub contractors, we work with them to establish the requirements and then co-ordinate your kitchen delivery around their completion dates.

Do you supply & install electrical appliances?

We are stockists of some of the leading brands of appliances and can offer you the complete installation service.

BEDROOMS

Are your units flat packed?

Yes and No. Due to the size of robes they are delivered flat packed and assembled on site by our fitters. Small units such as dressing tables, lockers and top boxes are preassembled in our factory.

Do wardrobes go to the ceiling?

Yes. In most houses robes will go to the ceiling. In situations where a small gap exists we will use matching material as a filler to give a seamless illusion.

Can you do non standard sizes?

Yes. We will work with you to design robes to accommodate higher or lower than standard ceilings. For example sloped ceilings, attic spaces, dormer spaces, conceal chimney breasts.

Do your wardrobes have backs?

Yes, all our robes and other units have matching backs.

KITCHENS

How much is my kitchen likely to cost me?

The overall price is dictated by the following

- a) The size of the kitchen.
- b) Whether your doors are solid timber or vinyl wrapped MDF.
- c) The accessories included such as swing out pantry's, magic corners etc.
- d) The man hours of work involved in the installation.
- e) How many new appliances you have.
- f) Whether or not you have granite worktops.

We will advise you in detail of all these issues when you arrive at a specification which suits your needs and budget.

Is it better to have solid wood or a vinyl wrapped PVC door?

There are numerous pros and cons between vinyl wrapped door and solid timber. Firstly the cost differential between a solid hand painted door versus PVC vinyl door. We will advise in detail on both doors also taking into account the overall style you wish to achieve and personal taste of the client.

Are your Kitchen units flat packed?

All our carcasses are supplied rigid. Occasionally very large units are produced flat pack if they are too large to get through a doorway (e.g. "L" corner bases and double larder units) but otherwise all are rigid and of a very heavy duty construction. We manufacture every kitchen cabinet from raw material in our factory. We use latest German and Italian manufacturing equipment to produce our quality products.

Can I put my existing appliances behind doors?

Some existing appliances can be put behind doors e.g. washing machines and tumble driers. Doing this involves using two doors in front of the machine and deeper worktops over them. It is not usually a feasible option for refrigeration products and dishwashers. Generally new integrated appliances are a superior option but we will advise you which is the best for you and what the financial implications are for the different options.

Are your carcasses colour coordinated with the doors?

Not generally but on request all of our carcasses can be made of matching material to the doors. Absolutely perfect matching is not possible as carcass and door materials are different. We can demonstrate the exact effect in our showrooms.

Can you make non standard doors and units?

Yes, a number of our ranges have the facility to provide non standard doors and we can provide carcasses to any size. Our standard sizes go up in the increments of 50mm i.e. 300mm, 350mm, 400mm, 450mm, 500mm etc so that even without using non standard sizes we have enormous design flexibility to produce a completely bespoke kitchen.

Do you use “soft closure” drawers and hinges?

Yes. All our ranges come with a huge array of options in drawers and other internal devices. All of our drawers are of the latest “Blum” design and all our doors have soft closure devices as standard features.

If I want granite worktops, are they installed with the kitchen?

We install your new kitchen before surveying the granite. We believe this is the only way to ensure your granite surface is custom cut to your kitchen's exact measurements. Installation should be completed within 3-5 working days.