

## Pine Kitchens: Frequently Asked Questions & Information.

*Q: "What is the best way to place an order for a kitchen or get more information?"*

A: Please email us with your requirements and we can confirm everything for you and provide a price if you require any bespoke made items at all.

*Q: "Are your kitchens solid pine throughout and how thick is the wood they are made from?"*

A: Yes, all our units are solid pine including the backs of the units and drawer bases. The cabinet is made from 18mm pine and the backs are tongue & groove which is 9mm thick and the drawers are also made from 18mm thick wood along with 9mm tongue & groove bases. The doors are made from 21mm thick outer frame with a 9mm internal panel to give it a shaker design.

*Q: "Do your kitchens have a void at the back of the cabinets to allow for pipe work e.t.c.?"*

A: All the base units have a 70mm void as standard at the back of the cabinet and the backs are removable to aid in fitting of the units. We can increase or decrease the void at customers' requests if required.

*Q: "Are the cabinets supplied fully assembled?"*

A: Yes, all the cabinets are supplied fully assembled and ready for installation. The overlay range we do is supplied with the doors unfitted but the Country style, Traditional & Rustic ranges are supplied with doors fitted in place. Some larger units we may disassemble for delivery purposes.

*Q: "Are all the cabinets made at your factory?"*

A: Yes they are, we make the complete units from scratch, including the doors and drawers. This is why we are able to manufacture bespoke sizes.

*Q: "What is the best way to obtain a quote on a Bespoke made kitchen unit?"*

A: Simply send us an email outlining what you are looking for. You can send us a quick sketch or a photo of something that you have seen.

*Q: "How do I pay for my kitchen order?"*

A: You can pay either via debit /credit card (In the shop or over the phone) by paypal or by bank transfer. We require a 50% deposit upon ordering and the balance is paid a day or two prior to delivery / collection.

*Q: "Have you got a showroom at your factory?"*

A: Yes we have a showroom at the front of our factory with kitchen styles that we do on display. We also have a lot of kitchen units that are in production so you can see the manufacturing process and speak to the people making the units.

*Q: "Do you deliver the units or do we collect them?"*

A: All kitchen prices are based on collection but yes we can deliver. If you can let us know your requirements and a post code we can get back to you with a quote for delivery.

*Q: "How long is it from ordering to completion?"*

A: We aim to complete 1-3 item orders within 3-4 weeks, providing they are standard items from our ranges, however it is best to check with us prior to ordering because larger orders and bespoke requirements can take our lead times between 8-10 weeks from order.

We hope we have covered most questions above but if you would like to know anymore please call

us on 01922 71117 or e-mail us at [furniturenation@btinternet.com](mailto:furniturenation@btinternet.com)