

THANKS
FOR GETTING
IN TOUCH.



orb
interiors

The logo for 'orb interiors' is displayed on a teal rectangular background. The word 'orb' is written in a large, white, lowercase sans-serif font, with a thick black horizontal bar positioned above the letter 'o'. Below 'orb', the word 'interiors' is written in a smaller, white, lowercase sans-serif font. The entire logo is set against a black background.

**Your dream
starts here...**

CONGRATULATIONS!

You've taken the first step towards achieving your dream kitchen.

Orb combines the very best in beauty, functionality and durability to craft gorgeous kitchens that last for decades.

Every Orb is a piece of art, carefully created using only the finest, strongest raw components and expert craftsmanship in order to create masterpieces that not only reflect your dreams, but are built for the long haul - all with a reasonable price tag.

But it's not only our kitchens we're proud of; it's our exceptional service and aftercare. We're committed to making your experience with us as smooth and transparent as possible, so you get to enjoy not only the final, stunning result, but the journey itself, both before and after your purchase.

In order to streamline your experience and answer the questions we most frequently get asked, we've put together some guidelines below which will hopefully make the process crystal clear, transparent and a pleasure throughout.



FREE MEASUREMENT AND QUOTATION SERVICE:

If necessary, a member of our friendly team will pay you a free, on-site visit, take detailed measurements and guide you through a short questionnaire to ensure we get your very first design and quote as accurate as possible.

One of our professional designers will create a free, custom design for your space, and email it to you along with a quote. S/he will then invite you to a special, no-obligation design meeting to discuss your specific requirements.

To make the process smoother and ensure continuity of care, you'll continue working with the same designer throughout.



DESIGNING YOUR DREAMS - IN 3D:

At this point, if you want to continue with us, a non-refundable deposit of £500 towards your order is required. Once we've received this, our team will be happy to assist you with any questions, design meeting and product samples- all free of charge. After all, we know how important kitchens are in any home and we want to get it just right.

For optimal results, we highly recommend face-to-face meetings with the designer over phone calls/emails when you want changes made to the design. That way, the designer can focus more fully on the project with awesome results.



FINAL ADJUSTMENTS:

Once you are happy with the design layout and colour scheme, we will revisit the site to take our final specs. To ensure flawless measurements, the room must be plastered and skimmed, with paintwork, flooring, plumbing and electricals in place to prevent later discrepancies. If necessary, we will invite you to a final meeting to discuss any adjustments necessary.

We want you to end up with your precise version of the perfect kitchen. We therefore recommend a final review of everything with your designated designer, so you will feel completely confident to sign off on the final design and quote.

At that point, you will be ready to place your order and get the ball rolling. Time to get the goods! This is the exciting part...

ORDERING AND DELIVERY:

To place any order, we will require a 50% deposit upfront. Once the order is placed, we will not be able to amend it.

We will contact you within 3 working days to arrange a suitable delivery date (standard is 3-4 weeks from placing the order). You can change the delivery date within 3 working days after confirmation.

Your outstanding balance needs to be paid in full by 2 working days prior to delivery.

OTHER SERVICES

WE OFFER A VARIETY OF OPTIONAL SERVICES IN ADDITION TO SUPPLYING KITCHENS:

FITTING:

We employ and subcontract a team of highly trained joiners specialising in kitchen fitting. This is an optional service and will not be included in the original kitchen quotation.

- Fitting slots will be confirmed along with delivery confirmation.
- We want you to have your brand new kitchen up and running as soon as possible. That's why our team will fit any appliances that are on-site at the time of fitting, even items not purchased from Orb. However, items not present on-site at the agreed fitting time or not ordered from us within the recommended time period will be subject to a separate call-out charge. (Current recommendation is therefore to order any appliances at the same time as your kitchen due to fluctuating UK stock levels).

APPLIANCES, SINKS AND TAPS:

We offer a range of appliances, sinks and taps from a variety of well-known brands including Smeg, Bosch, Neff, Blanco and Insinkerator. Appliance orders require full payment prior to our placing the order.



WORKTOPS:

We offer a wide range of worktops including laminate, compact and stone worktops*

PESACH KITCHENS:

We supply and fit top-quality Pesach kitchens, which are available as stand-alone items or as part of a main package. We offer special discounts on all Pesach kitchens ordered at the same time as regular kitchens.

*stone worktops are available in limited locations

TERMS AND CONDITIONS:

· Although we try our best to match your colour scheme as closely as possible, it is sometimes impossible to get it 100% right. Always remember to ask for samples beforehand to ensure you're happy with your chosen colours before placing your order.

On very rare occasions, samples cannot guarantee to be the exact representation of the colour and texture of the final product. However, even in these cases they will be

extremely similar.

· We take full responsibility for appliances, sinks and taps fitting properly as long as they were bought from us. If you buy these items elsewhere, please confirm them with us in writing before placing your order so we take them into account, otherwise we take no responsibility in the case of them not fitting in their correct slots.

· We accept payments by BACS, Debit or Credit card, Cash and Cheques (allow 1 week for cheques to clear).



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