

# The Wirral Craftsman

## The Process

We genuinely appreciate that commissioning a bespoke piece of furniture is an important decision. That's why we ensure that at each stage of the experience you feel comfortable, confident and excited to complete the project journey with us.

### Stage 1. The Enquiry:-

Reach out to us via email, our website or feel free to call us directly for a chat. You will find us friendly, approachable and happy to spend time discussing your project.

### Stage 2. The Home Visit:-

Having made your initial enquiry if you are comfortable we can arrange to come out and complete a survey and design visit (normally a duration of about 60 minutes). We will answer any questions that you have, discuss what you want to achieve and above all listen to your ideas. We offer our knowledge and advice to help you understand just what is achievable.

### Stage 3. Your No-obligation Design and Quotation

Following the survey and design appointment we will originate a 3D design concept of your furniture to help you visualise how it will look. In addition, we will generate a no-obligation quotation for the project for your consideration. The quotation and link to your design concept will be sent via email and WhatsApp. Where appropriate we can arrange an additional visit to go through samples and finishes in more detail.

### Stage 4. Manufacture

Having commissioned your project, we will agree an installation date, commence the scheduling of workshop time and begin the ordering of materials. We will endeavour to keep you up to date with all key stages of the manufacturing process.

### Stage 5. Installation

The installation date will have been confirmed early in the process and we will also contact just prior to the date to ensure that everything is set. We may arrange for manufactured components to be delivered prior to the start of the installation, but only if this is convenient. During the installation we will treat your home and family members with respect and courtesy and ensure that the installation is completed promptly and with as little disruption as possible. Dust sheets, extraction and waste removal are standard. If you have any special requests regarding us being in your home please just let us know and we will happily oblige.

### Stage 6. Aftercare & Your Lifetime Guarantee

Following your installation the structural element of your furniture will be covered by our Lifetime Guarantee. Even after your furniture has been installed we are still here if you ever need us, so if you have any questions or need advice just get in touch.