



FREQUENTLY ASKED QUESTIONS

We hope that you find the information provided below helpful. However, if you have any further questions please contact our team on 01775 722 777 or email: sales@countyinteriors.com - we'll be happy to help.

DO YOU HAVE A SHOWROOM THAT WE CAN VISIT?

Yes. Let our showroom inspire you – visiting in person is definitely the best way to ignite your thinking. We're unrivalled in display space in the area and with 15 Kitchen settings, 12 Bathrooms and 5 Bedrooms to look at, we've got plenty of ideas to peak your excitement. You'll be able to browse and buy from our German Kitchen Studio; In Frame, Stylish and Affordable, Contemporary, Classic and Painted Kitchen ranges whilst our Bedroom portfolio offers comfort, style and practical storage solutions. We have a focus on Luxury Bathrooms. Our friendly sales team are on hand to answer your questions and we aim to make your experience as hassle free and enjoyable as possible.

Our opening hours are: Monday to Friday 9am - 5pm, and on Saturdays from 9am - 4pm. We are closed on Sundays and Bank Holidays.

There is lots of free parking available directly outside the showroom and excellent disabled access.

We are located next to Crowsons on Warentree Lane, and just a stones throw from Morrisons supermarket.

DO YOU OFFER A FREE OF CHARGE DESIGN SERVICE?

Our survey and design service is free of charge. We typically work our design schedule around project time frames and generally prioritise those required in the next 3 – 4 months. However, we also work on projects with longer lead times, so do talk to us about your requirements. Our design team are experts in their field and spend between 3-4 hours per project layout, developing ideas and working towards solutions to exceed your expectations.

We don't issue you with hard copies of our working designs or email them to you until your final project design is agreed and a deposit to undertake the work is paid.

We do work on multi-room projects. If this is something you are interested in discussing with us, get in touch and we can outline our process for undertaking large-scale home improvements.

DO YOU PROVIDE A FULL INSTALLATION SERVICE?

Yes we do. We have a skilled fitting and installation team who pride themselves on getting the details right and ensuring a high level of craftsmanship. They will make the vision you've agreed with our design team a reality in your home.

DO YOU GUARANTEE YOUR INSTALLATION WORK?

Yes, we provide a 12-month guarantee on all of our installations for complete peace of mind. We stand 100% behind everything that we do and take great pride in our after sales care.

I'M INTERESTED IN A NEW KITCHEN. WHAT NEXT?

The best next step is to visit our showroom and look at the various ranges which are available. Our Sales Designers can then arrange to visit your home and survey your space. We'll be asking you lots of questions about how you would like your finished room to look and function. We'll take all of the sizes of your room, together with photos, and sketch out a plan so we can agree an initial layout with you.

You can also provide architects plans for us to design from. In this case it is important that you provide a detailed brief of what you would like, such as the positioning of the sink and hob, type of ovens, extraction etc so that our designers are able to produce designs which meet your requirements.

Following your home survey, we'll work on a number of designs for your project, and then invite you to the showroom for a presentation in one of our Design Studios. The presentations are shown on our large screen tvs and the quality of the images is very impressive. This gives you an accurate idea of what your room will look like. We will then provide you with a quotation and give you more details of the expected costs. We can then work with you to refine the design and quotation to a position that you are comfortable with and that meets your needs.

Once you have placed your order, the lead time on an installed project is typically between 8-10 weeks (sometimes shorter). The lead time on Supply Only orders is approximately 3-4 weeks.

WHAT'S THE LEAD TIME FROM ORDER TO INSTALLATION?

The lead time for a Fitted Kitchen is typically between 8-10 weeks. This can sometimes be shorter depending on our work flow. For Schuller kitchens, which are ordered direct from Germany, the lead time is around the 10 week mark.

For Fitted bathrooms the lead time is 10-12 weeks

For Fitted bedrooms the lead time is typically 5-6 weeks.

For Supply Only kitchens, the lead time is typically 4 weeks for our main ranges. If there are any bespoke or paint to order items, then the lead time can be longer.

WHAT IF I ONLY WANT PART OF MY BATHROOM CHANGING?

For bathrooms, we only undertake complete projects and don't offer a supply only service in this area of our business.

Our complete project service includes a home survey and a number of layouts and plans developed by our skilled design team. On a practical level, we completely remove an existing bathroom, and create a new room for you based on the designs you agree with us, using products that we have supplied.

We don't undertake work in bathrooms which require changing an item, or some items (such as a shower enclosure) whilst keeping some of the existing room. We don't survey or quote for this type of requirement and suggest that clients contact their local plumber or bathroom installer directly - they should be able to help you complete this type of project.

DO YOU OFFER A SUPPLY ONLY SERVICE?

Yes, we can offer a Supply Only Service across our portfolio of Kitchens, Bedrooms and Bathrooms, on selected ranges. Please have a chat with one of our sales team who can help you with your selections.

CAN YOU DELIVER A SUPPLY ONLY ITEM?

Yes, we can arrange to have a Supply Only item delivered for a small charge calculated depending on your location.

HOW MUCH WILL MY PROJECT COST?

The cost of every new Kitchen, Bedroom and Bathroom is dependent on a huge range of different factors. The size of your space; the range and products you choose as well as the length of time required to install your finished look will all impact the cost of your project. It's really impossible to say until we start working with you. However, we're committed to realising the look you're after for a competitive price that maximises the project budget you have available. If you can give us an indication of what you want to spend, we're more equipped to talk to you about the exciting possibilities available from the very beginning.

WHAT ARE YOUR PAYMENT TERMS?

For projects where you would like us to carry out the installation, we take a 33% deposit, followed by a staged payment of 33% before the installation works start. We then take the final 34% balance once the project is completed.

For Supply Only (and any ex-display) orders we take full payment in advance.

DO YOU OFFER CONSUMER CREDIT?

We don't currently offer consumer credit. But we do enable you to pay for your project in three installments, which we hope helps you to spread the cost of your investment.

WHAT GEOGRAPHICAL AREAS DO YOU COVER ?

We try to stick within a 40 mile radius of Spalding.

WHAT ARE THE PRODUCT GUARANTEES?

We offer a wide variety of products throughout our ranges of kitchens, bedrooms and bathrooms. The guarantee periods vary depending on the type of product and the manufacturer which is providing the guarantee.

Our kitchen furniture comes with a 5-year guarantee.

As a company, we provide a 12-month guarantee on all of our installation work for complete peace of mind.

Neff appliances have a 2 year guarantee as standard (one year from the date of purchase, which is extended to 2 years once you have registered your appliances).

DO YOU RECEIVE RECOMMENDATIONS THAT I CAN VIEW?

We have been in business for over 40 years and have served over 12,000 clients! We work hard to ensure that our clients are happy with the work we complete and enjoy receiving positive feedback about our projects. Take a look at our Testimonials and Projects pages on this website to find out what other people think about us and our work.

DOES YOUR COMPANY HOLD ANY ACCREDITATIONS?

We are a Which? Trusted Trader member, which means that we have successfully completed their assessment process and are endorsed by one of the UK's largest independent consumer organisations. We are also a member of the Guild of Master Craftsmen. This accolade reflects the in-house expertise and workshop facilities we have to customise our projects, giving them the edge over others.

WHAT HAPPENS IF I WANT TO CANCEL MY ORDER ?

We wish to avoid this situation at all times. The ability to cancel an order depends on the type of order, and how the order was placed.

For Supply Only orders placed over the phone, customers have a statutory 14 day period where an item can be returned. (Please note: this does not apply to special order or bespoke items).

For Installed Projects, it is possible to cancel your order. However, we will withhold the total value of our out of pocket expenses that have been incurred as a result of the cancellation. For example, if you have ordered a kitchen and the units and doors have been manufactured to your requirements then we would deduct the total retail cost included in your Order Confirmation of these items from the deposit amount you have paid.

So, needless to say, it is hugely important that you are 100% sure about proceeding and completing a project, before paying your deposit.

Most suppliers apply a 25% re-stocking charge to cover their costs of having to return the item to their warehouse, re-allocate this onto their system and all of the related administration. We would pass on this re-stocking charge to clients when an order is cancelled. Re-stocking charges also applies to tiles. Please note that some manufacturers will not allow items to be returned, in which case any items already received must be paid for in full.

DO YOU CARRY OUT A HEALTH AND SAFETY ASSESSMENT?

Yes, when we survey your room, our skilled designers will ensure they undertake a thorough assessment of any potential risks that might be encountered by the project. For very complex and multi-room projects, one of our Project Managers will likely visit your home in advance of the installation commencing to carry out a more in-depth assessment.