

Magnet

Better. By design



You and your kitchen
What happens next

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Welcome to your kitchen journey

Your new kitchen isn't just a room. It's the heart of your home, and you've chosen one that's built to last a lifetime.

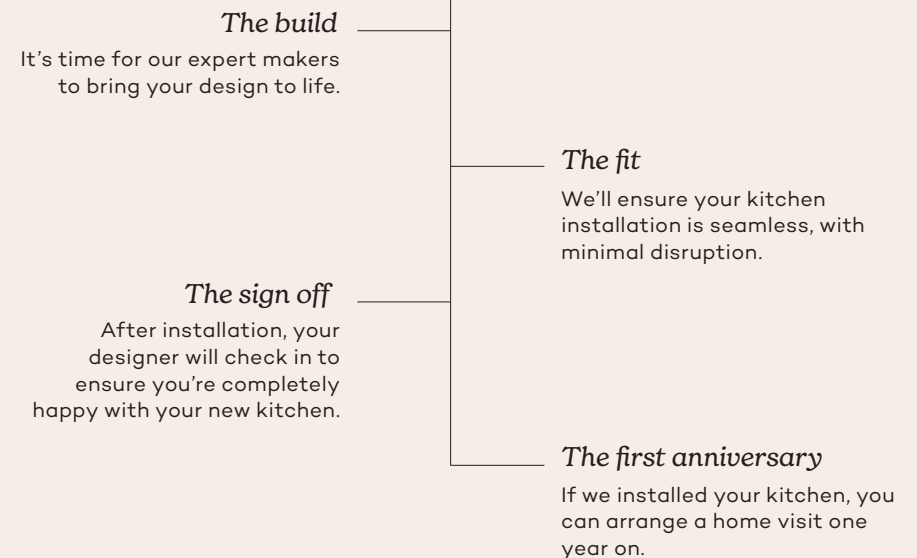
At Magnet, we believe in purposeful design, expert craftsmanship, and service that supports you every step of the way. That's exactly what this guide is here for.

Inside, you'll find everything you need to know about what happens next, from preparing for installation to what to expect during your fit and final sign-off. You'll also get a closer look at the people behind your kitchen, our makers, fitters, and designers who've poured passion and precision into every detail.

We're here to make this a smooth, exciting journey — one that leaves you feeling completely confident in your decision and ready to fall in love with your kitchen.

What happens next

You've chosen your kitchen, finalised the details, and now the countdown begins. Here's what to expect as your new kitchen takes shape, and how we'll support you every step of the way.



The build

Now that your design is signed off and deposit paid, your designer will arrange all the final checks before your plans head to our factory. That's where our exceptional *Magnet Makers* step in.

These are the craftspeople who transform your design into something truly special. They pour passion, precision, and decades of know-how into every detail, making the difference between a good kitchen, and a Magnet kitchen.

We'll keep you updated with progress from our workshop, so you can see how your kitchen is coming to life behind the scenes.



Meet our makers

"Our makers are at the heart of every Magnet kitchen, blending design with craftsmanship to create something truly special for our customers"
Cath Harrison, Head of Product & Sourcing

Did you know?

Our drawers are tested 100,000 times so they can handle whatever life throws at them.

We're FIRA Gold accredited, ensuring superior quality and craftsmanship in every kitchen.



The fit

With your kitchen now in production, we'll soon be preparing for delivery and installation.

If you've chosen our in-house installation service, our TrustMark-accredited team will manage everything for you, from removing your old kitchen to handling plumbing, electrics, and gas works. You can expect a tidy, respectful, and professional team who'll treat your home with care and attention. We'll keep you updated throughout, and make sure things are fitted in a way that works around your day-to-day life.

If you've opted to use your own fitter, rest assured we'll be working closely with them to ensure a smooth and seamless experience. We'll make sure they have everything they need to get the job done, from product details to installation guidance, and we're always on hand if they have any questions.

Whichever option you've chosen, we're here to make sure everything goes to plan, and to get your kitchen ready for its big reveal.



Did you know?

We are proud to be the first national kitchen retailer awarded the TrustMark accreditation, a government-endorsed quality scheme. This recognition ensures that every kitchen installation we offer is performed to the highest standards, backed by a commitment to reliability and excellence.



Preparing for installation

Preparation is key to making sure your kitchen installation goes as smoothly as possible on the first day and we're here to guide you through it step by step.

1 — Clear the space

Before the fitters arrive, make sure the room is completely clear. This includes removing everything from your kitchen cupboards, drawers, and countertops. Most people underestimate how long this will take, so give yourself plenty of time. It's also a good idea to disconnect any appliances that need to be moved, and if possible, ensure your water, gas, and electricity supplies are turned off. (Unless you have agreed your fitter will do this for you).

2 — Ensure access for the fitters

Our team, or your own fitter, will need plenty of space to work, so ensure easy access to the kitchen area and any relevant entry points (like doorways or hallways). If you're in a flat or apartment, please let us know if there are any access restrictions or lift limitations.

3 — Remove breakables and valuables

We recommend removing any fragile or valuable items from the room, as things can get knocked over or moved during the fitting process. This will also help our fitters work more efficiently and reduce the chance of accidents.

4 — Check your plumbing and electrics

If you're having plumbing or electrical work done (e.g., moving pipes or installing new appliances), please ensure everything is ready to go. If there's any prep work needed (like disconnecting existing pipes or electrics), now's the time to sort it out.

5 — Be ready for our team

Our TrustMark-accredited team will be on-site and ready to go. While we'll do our best to keep disruptions to a minimum, it's important to be aware that some noise and dust are unavoidable. If you'd like to stay out of the way, it's totally fine, our team will be working hard to get your kitchen ready for the next stages.

6 — Have any final questions ready

If you have any last-minute queries or requests, be sure to have them ready for the team. This is a great time to discuss anything you're unsure about or clarify any last-minute details with your fitter.

7 — Stay in touch

Once the installation is underway, your designer (or Magnet installer) will keep you updated on progress. If any unexpected issues arise, we'll reach out to you to find the best solution.

The installation experience, what to expect

We know that having your kitchen installed is a big moment. It's exciting but can also feel a bit overwhelming. Here's what you can expect both practically and emotionally:

The excitement: your dream kitchen is coming to life!

The installation process is where all your planning and design ideas begin to take shape. While the first day might feel like a whirlwind, soon enough, you'll start to see your dream kitchen unfolding right in front of your eyes.

It's natural to feel a bit of anticipation, after all, you've been imagining this space for weeks, months, or maybe even years. Our team is dedicated to bringing your vision to life and will work carefully to make sure everything fits perfectly.

The reality: a little mess goes a long way

While we'll do our best to keep things tidy, it's important to remember that any renovation comes with a little disruption. There might be some dust, noise, and activity as our team fits the cabinets, installs appliances, and handles plumbing or electrical work.

This is all part of the process, and before you know it, your beautiful kitchen will be ready to enjoy! We're committed to minimising the impact on your home, but it's good to be prepared for the hustle and bustle.

The anticipation: it's worth the wait

As the fit progresses, you might feel a mix of emotions, excitement, impatience, and even a bit of uncertainty. It's perfectly normal to wonder if everything will come together just as you envisioned. Trust us, it will!

Throughout the process, we'll keep you in the loop with regular updates from your designer. If there's anything you're unsure about, don't hesitate to ask. We're here to help guide you through every step.



Meet our installers

"Our TrustMark-accredited installers take pride in precision and craftsmanship, ensuring every Magnet kitchen is expertly fitted to last."

John Norris, Head of Installation

Top tips from our designers for a smooth fit

Your designer is always just a call or message away to help you with anything big or small. We're here to support you at every step, making sure you feel confident and excited about your new kitchen.

① *timing is everything*

Your fitter will usually arrive bright and early, so if you need to make any final tweaks or have questions, it's best to get those sorted before they arrive.

② *stay flexible*

Sometimes things can shift slightly in terms of timing or small details, and that's okay! Our team will communicate any changes as soon as possible. Remaining flexible during the process will help keep everything on track.

③ *embrace the process*

The installation day might feel like a lot is happening at once, but remember: this is your new kitchen coming together! Embrace the excitement and trust in the process. Your designer and the installation team are experts at making sure everything fits perfectly.

④ *clear the way*

Our fitters will tidy as they go, but it's a good idea to clear personal items and give them a bit of space to move freely.

⑤ *pets and little ones*

For everyone's safety (and sanity!), try to keep pets and children away from the fitting area while work is underway.

⑥ *take a step back*

You don't need to be involved in every moment of the installation. It's a good idea to take a step back, relax, and let the professionals do their thing. If you want to check in at any point, though, don't hesitate to reach out.

⑦ *and one more thing...*

Popping the kettle on never hurts! A little tea station with mugs and biscuits nearby makes everyone feel at home - and your fitter will certainly appreciate the warm welcome.

The sign off

Once everything's in and you've had time to settle in, your designer will be visiting soon to check in. This is your moment to walk through your new space, make sure everything feels just right, and flag anything you'd like us to tweak.

We're here to ensure every last detail lives up to the vision you had, and that your kitchen doesn't just meet your expectations, but exceeds them.

Getting ready for your final sign off visit

To help make the most of this appointment, here are a few things to think about beforehand:

Check what's working well - and what's not

If you've spotted any minor snags like a misaligned door or a loose handle, make a quick list so we can sort them on the spot.

Test your appliances

Tried the steam oven or pyrolytic cleaning yet? If you're unsure how something works, jot it down - we'll be happy to walk you through it.

Have your questions ready

Whether it's about warranties, cleaning tips, or caring for your worktops, we're here to help.

Clear access

Try to make sure we can easily reach any areas that might need checking or adjusting.

This visit is all about making sure you're 100% happy. Think of it as the finishing touch to your journey with us, one final check to ensure everything is just right.

Once your kitchen is installed please refer to your **Kitchen Warranty Guide**, available to view through your My Project account. This is a handy booklet with everything you need to know about caring for your kitchen, what's covered and how to get in touch if you ever need support.



Your voice matters - and helps others too

We're proud to be rated 'Excellent' on Trustpilot, and it's all thanks to customers like you. Your feedback helps others feel confident when choosing a kitchen, and it helps us keep getting better at what we do.

After your kitchen is complete, we'll invite you to share your experience in our short customer survey. It only takes a few minutes, but it makes a big difference, we can only improve if we know what's working (and what's not).



And if you love your new space, don't keep it to yourself, show it off! Tag us on social media using **#MyMagnetKitchen** or upload your kitchen to inspire others. We can't wait to see how you've made it yours.



Thank you for choosing Magnet

From your first ideas to the finishing touches, it's been a pleasure helping you create a kitchen that's truly yours. We hope you enjoy it for many years to come, whether it's for quiet mornings with a cuppa or gathering everyone around for a feast.

Your designer is always here if you need anything, and we'd love to hear how your new kitchen is working for you. Don't forget to tag us in your photos using **#MyMagnetKitchen** - we love seeing our kitchens in real homes.

Here's to a kitchen you'll love, for a lifetime.

Paul Strong
Sales Director

Magnet

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