



# Client Information – Our steps and processes

3rd

13) Progress payment 30%  
Pre-Manufacture instalment

14) Manufacture  
Procurement and manufacture period

15) Progress payment 20%  
Pre-Install Instalment

16) Installation  
Joinery, metalwork, glass, 2<sup>nd</sup> fix

17) Final payment 10%  
Final invoice due 14 days from pc

18) After-Care  
After-care/servicing documents

3) Manufacture/Install Phase – approximately 12-14 weeks\*\*

\*\*subject to site readiness, schedule availability, and timeliness of information, samples, payments being received.

2nd

7) Design Phase Agreement  
5% of order value (concept design) \*

8) Design Concept Delivered  
Detailed concept proposal issued

9) Order agreed  
35% total order value request  
*Contract required prior to Next step*

10) Technical site survey  
Survey as soon as space is ready

11) Technical Design  
Issue technical design & fix schematics

12) Install 1<sup>st</sup> fix services  
We install refrigeration pipework

2) Design/Services Phase – approximately 4-6 weeks\*\*

\*\*subject to site readiness, schedule availability, and timeliness of information, samples, payments being received.

1st

1) Your Initial Enquiry  
Thanks for getting in touch!

2) Phone/email consultation  
Request information we need to help

3) Budget figure floated  
We provide you with a budget

4) Budget figure acceptable  
Confirm if we are within budget

5) Detailed design meeting  
Site, face to face or e-meeting

6) Fixed estimate delivered  
We will provide a quote if possible

*Note - If the property/site is further than 2 hours travel from our London office, we may need to discuss travel expenses for our consultant prior to order commitment.*

1) Budget/Feasibility Phase – approximately 2-3 weeks

5% non-refundable deposit requested. \*If you/your client decide not to proceed with the order after design concept, no further commitments/costs are applicable.