

F&L Supplies Terms and Conditions

Here at F&L Kitchens, we believe the kitchen is the heart of the home. With each project we undertake, we endeavor to protect that heart in any way that we can.

Every section of the following terms and conditions have been created with the sole purpose to deliver on our promises and commitments to you. All parties involved have a responsibility to ensure a smooth and timely journey towards your finished project.

Please ensure you read the following thoroughly. If you have any queries, please contact the F&L Team directly.

Contract signing

We want to make sure that every part of your dream kitchen is accounted for. We will check and confirm all components with you prior to placing your order and all materials stated on your quotation will be delivered.

To ensure you are entirely satisfied with your order, they must be confirmed in writing either by email or by signed order in person.

Any additional items ordered will be on delivered separately. You will receive a new quotation for these items unless otherwise stated in writing by F&L Supplies Ltd

Please check all plans, quotation and terms and conditions before confirming orders as F&L Supplies Ltd cannot take any responsibility for discrepancies with unchecked orders.

Cancellation Policy

In the unlikely event there is an issue which leads you to cancel your order with F&L Supplies, the following terms apply:

- If you wish to cancel your order with us, we must receive written notification no later than 24 hours from receipt of your order confirmation from the F&L Supplies LTD team.
- Cancellations made within 24 hours of receipt of confirmation will incur a design service charge.
- Painted kitchens must be cancelled within 24 hours receipt of order confirmation.

Payment Terms

All quotations provided are valid for 30 days unless stated in writing by F&L Supplies Ltd.

A non-refundable deposit is required upon order placement of any products, and full payment must be made no later than 10 working days prior to delivery unless otherwise stated in writing by F&L Supplies Ltd. This is to ensure we can place your order with the supplier and secure your desired delivery date.

All payments are to be made out to F&L Supplies via bank transfer, unless otherwise stated in writing. Retention of Title - All goods will be owned by F&L Supplies LTD until full payment has been made.

In the unlikely event full payment terms are not met, F&L Supplies Ltd will attempt to resolve the issue however please note we may be forced to take legal action should this is not possible.

Delivery Terms

All deliveries are curbside only. Our delivery team is not insured to carry any items into your project space, so we would ask that you ensure there is someone aged 18 or older and able bodied to accept delivery as well as take these into the appropriate space. If this is not possible, F&L Supplies LTD will work with you to source additional support at an additional cost. We also request that all items are checked for damages or missing parts within 48hours of delivery. If this is not possible, you must inform F&L supplies. Any of the taller products (90cm plus) should be laid flat to avoid any bows in the material. Any orders delivered and refused will incur a restocking fee and additional carriage fee.

Delays

In the rare event our manufactures come across a delay in production or delivery due to unforeseen circumstances, adverse weather, or traffic conditions, we will inform you immediately.

Unfortunately, F&L Supplies LTD cannot take any responsibility for any time lost on the project however we will do all in our power to ensure any orders affected by the delays are resumed as a matter of priority.

In the hopefully rare event, your project is delayed due to unforeseen circumstances with your contractors etc.; please inform us immediately. F&L will strive to accommodate and assist to the best of our ability however please note a cost of re-route and storage may occur.

Building materials, Doors & Flooring Supplies

Due to the measurement and material specifications required for these orders, F&L Supplies LTD must have a written cancellation notice no later than 48 hours after order placement. Any order refused upon delivery will incur a restocking and additional carriage fee.

Any special-order materials are non-refundable and must be cancelled within 24 hours of order placement.

This is to protect our suppliers from wasting precious materials as well as guard you against incurring unnecessary charged along the course of your project.

Handles/Worktops/Sinks/Taps/Appliances

Any worktops/sinks/taps/appliances ordered through F&L Kitchens will be delivered by a third-party company. Please bear in mind that whilst the F&L Kitchens team will strive for your preferred delivery dates there are occasions where due to external factors this may not be possible. Should this be the case, the Team will contact you at the earliest opportunity to make suitable arrangements.

Design Service

Appointments

All appointments that are on site or your home, please ensure parking is available and staff are made aware of any charges or restrictions. Please also see our Covid Safety Policy.

VR Experience

The use of Virtual Rendering technology has the potential to pose symptoms of dizziness or nausea. We recommend short spells of usage. Please ask any questions before using this service. F&L Supplies Ltd are not liable for any medical or physical complications resulting in using our Virtual Rendering service

Kitchen Designs

Kitchen designs are created using Computer Aided Design software (CAD) and are a visual representation of your kitchen. Please check with you designer for anything you are unsure of. Whilst we will always go through your designs with you, F&L do not take any responsibility for any design misrepresentations.

Photography

F&L are required to take professional photos of all completed projects as a reference point. These images may be used on F&L and associated social media accounts. By confirming your order, you agree that professional photographs may be taken of your kitchen once it has been fitted.

Installation

Installers

Our Kitchen Installers have been fully vetted prior to working with us. They work alongside us as sub-contractors. All works are covered by their insurances. If you require any of their documentation, please speak to your designer or installer. F&L Supplies insurance covers supply only.

Electrics and Plumbing

It is important to bear in mind that the Installation Team are not insured to undertake any plumbing or electrical works on your project. If you require these works, please contact the F&L Kitchens team directly.

Flooring

Any new flooring will need to be laid prior to kitchen installation (depending on flooring type). Please provide protective material to avoid any potential damage to your floor from tools or moved furniture.

Furniture

As you are aware; kitchen installation can be a somewhat messy process. Please ensure any furniture in the surrounding areas is covered prior to installation. F&L Kitchens take no responsibility for any damage or inconvenience caused by debris if appropriate steps have not been taken.

Cleaning

We understand you may be living on site during your project or there may be other trades on site however it is important that the kitchen area is clear and clean of any debris or materials prior to the team's arrival. If this is not done, then it may impact the timescale of your project. Cutting will be done in the kitchen area unless suitable alternative facilities have been provided. We do not include any cleaning post installation. Should you require this service please contact your designer who will recommend a suitable cleaning company.

Heating & Air Quality

Due to the natural elements of your bespoke kitchen, it is essential that the room is dry (free from any wet paint, fresh plaster, or unfinished exterior work) to ensure the doors and cabinetry do not swell before they are fitted. It is also advised to have the heating on in the installation area for a few days prior to fitting.

Pre-Fitting Requirements

Thank you for choosing F&L to fit your dream kitchen! Our team of expert fitters are now booked in to help you along the final stages of your kitchen journey.

We understand that there are often several elements to a project to keep track! To help this stage, run smoothly, we have compiled a list of things to be aware of prior to our arrival. If there are any issues, please contact Luke or Cecilia as a matter of urgency.

Additionally, if our team is not fitting your dream kitchen please still adhere to these requirements. Failure to do so may result in voiding your product warranty.

Clean Space and Cleaning

We understand you may be living on site during your project or there may be other trades on site however it is important that the kitchen area is clear and clean of any debris or materials prior to the team's arrival. If this is not done, then it may impact the timescale of your project. Cutting will be done in the kitchen area unless suitable alternative facilities have been provided. We do not include any cleaning post installation. Should you require this service please contact your designer who will recommend a suitable cleaning company.

Trades

Where possible please ensure there are no other trades in the installation area as it extends the work period

Protection

Please ensure there is protection for your flooring and furniture prior to install. Additionally, we do not provide protection materials for your new kitchen

Painting

If there is any painting to be done in the installation area, please ensure that the pre coats have been applied prior to fit-this includes any drying time. This will help avoid any damages to your surfaces as well as your new cabinets.

Flooring

As we know flooring will need to be laid before the kitchen is fitted (dependant on flooring type). Please provide protective Correx to avoid any potential damages from tools or moved furniture.

Heating & Air Quality

Due to the natural elements of your bespoke kitchen, it is essential that the room is dry (free from any wet paint, fresh plaster, or unfinished exterior work) to ensure the doors and cabinetry do not swell before they are fitted. It is advised that the heating should be turned on during bad weather (rain/low temperatures) at least two days prior to delivery date.

Pets

Please ensure we are made aware of any pets or animals on/in the property, and they are secured appropriately to allow the team to conduct the install.

Illness

Your safety is a top priority for us. Should you or any member of your household have any health conditions that are affected by excess dust or noise; please ensure the F&L Kitchens team are made aware prior to fitting. Equally, in the event a member of our team is not well; we will inform you prior to fitting and arrange to reschedule.

If you have any issues, comments or queries regarding the information provided in this document please contact the office at the earliest available opportunity.



General Care & Maintenance

LochAnna Technical Guide – General Guidance

Door Material Information

Painted & Stained Ranges

LochAnna offers a selection of paints and stains for a variety of our door styles. Painted and stained doors are manufactured using high quality hardwoods or MDF Plus to which a superior quality paint or stain is then applied.

All of our high quality hardwoods are kiln dried to a moisture content of 6-10%. However, timber, by nature, is susceptible to expansion and shrinkage depending on the environment in which it is installed. This means it could expand when there is an abundance of moisture in the air, particularly in winter or when excess moisture is prevalent in renovated or new builds. Contraction may occur in the summer months when the climate is drier. This potential natural movement of the timber can cause any layer of paint, lacquer, varnish etc that has been applied, to move with it and may result in panel shrinkage and hairline cracks along the joints of the door. This is considered to be a positive feature, adding an authentic look and feel to the kitchen of any customer who appreciates the fine, natural qualities of timber. This must be explained to the customer upon sale of the product. For customers who would prefer not to live with the natural characteristics of timber, a foil door would be the ideal choice. Unlike timber, it remains static and is available in a range of colours and styles.

Please note: In the event of hairline cracks appearing on doors with a painted finish, LochAnna cannot be held liable.

MDF painted ranges are manufactured from MDF that provides a stable material that can be finished to an exceptionally high standard. It has more compact fibres within the core to provide a smoother finish when you router the MDF.

In addition LochAnna use a pre-tensioned MDF Plus to provide resistance to bowing. The smooth painted product is sustainable to whatever humidity conditions it is fitted in. It will not crack at the joints, the paint will not fracture on the door and the doors will not twist or warp. Ultimately the products will remain stable within the kitchen for a long period of time.

Gloss Painted Ranges

Certified by CATAS, all our gloss painted ranges will withstand the daily rigours of human activity without ever looking worn or tired. We would go as far as to say our gloss kitchens are all your customers will ever need.

Profile Gloss

Profile Gloss is a slab door with integrated handle and an over-painted 22mm MDF core and gloss polyurethane finish.

Mala Gloss

Mala Gloss is an overpainted 18mm MDF core slab door with a high gloss polyurethane finish.

Door Material Information

Timber Ranges

As with all LochAnna products you can be sure that our timber ranges meet the highest standards expected by our retailers and their customers. Our timber doors and accessories are sourced from the finest suppliers all over the world and due to their sophisticated design and superior workmanship not only look beautiful, but can also be expected to remain looking beautiful throughout their lifetime.

Offered in a large number of styles and finishes, our timber ranges can be relied on to please even the most discerning customer.

Sourcing: In the production and sourcing of solid wood and veneered products, great care is exercised in the selection and quality of suitable materials. Every effort has been made to source FSC certified products.

Grain: Solid timber is a natural living product, it is not possible nor desirable to strive for total uniformity of shading and grain pattern. Our aim is, at all times, to operate within controlled parameters that recognise variations as both acceptable and aesthetically pleasing. Before installation, it is advisable that you place your frontals in a suitable arrangement in order to achieve a consistent look.

Curved mouldings: Curved mouldings are crafted from solid timber only, unlike straight mouldings which are veneered. The process of creating curved mouldings requires a build up of several pieces of timber being laminated together and then shaped accordingly. The nature of this process, coupled with the curved shape, will result in a proportion of end grain showing. This curved end section will always be comparatively darker in colour than straight sections (just as the top of a door where rail meets stile shows end grain that is always darker in colour).

Light affecting colour: Wood changes colour when exposed to light. Species of the timber and the intensity of exposure will affect the rate of change. It is advised that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Moisture: Timber is hygroscopic meaning it absorbs and releases water depending on its surrounding environment. Due to this being out of our control we recommend all timbers are stored and installed in areas that have been properly acclimatised over a period of time.

Installation Advice

With the appropriate care and maintenance our kitchen doors and components are designed to provide many years of reliable service. To help keep it in the best possible condition please follow the simple guidelines below.

Pre-installation:

Ensure that all new-builds or newly plastered rooms have been left to environmentally stabilise prior to the installation of new kitchen doors. Kitchen doors must not be installed into a damp or moisture-rich environment as it will cause undesirable movement in the joints and panels of the door. A hygrometer should be used to assess conditions

To help to minimise any potential damage to the kitchen whilst you are installing it, please read and adhere to the following instructions and recommendations:

- We would advise that you make an initial check to confirm that you have the correct quantity and sizes of fascias; you can do this by referring to the labels attached to the outer packaging
- Take extreme care when unpacking the fascias and do not use sharp blades to cut away the packaging
- The fascias should be stored flat and away from the working area. Take extreme care when stacking the fascias with hinges attached to ensure that the hinges do not mark other fascias. Do not lean the fascias against one another, or against any surface without proper protection in-between
- When attaching the hinges, place the fascia face down on a soft clean surface, ensuring that there is no grit, sawdust or other matter underneath than can damage the surface of the fascia whilst the hinges are attached. It is good practice to place a sheet of clean cardboard between the fascia and the flat surface prior to attaching the hinges
- Once the hinges have been attached to a door, hang the door on the unit straight away to avoid damage. Do not stack the doors with the hinges touching other doors, as this can cause scratches or marks to the other fascias
- Do not stack the doors on their ends on any hard surface; this can cause chipping and scratching along the edge of the fascia, especially on the handle edge of ranges with an integral handle. Prior to fitting, the fascias should be stored flat, ensuring that they are not resting on any dirt or debris that may damage or mark the finish
- Take extreme care not to put the door down on any hard or rough surface such as bare concrete floors, or on any debris such as sawdust, grit or screws, as this can damage the product
- Where cutting/scribing décor panels and trim, you must use a sharp quality saw blade of the appropriate grade for fine-cutting, or a suitable router. Small chips can appear along the cut-edge, and so extra care must be taken to minimise the risk of chipping

Using a blunt or inappropriate saw blade will produce a poor finish, and this will not be covered by the guarantee.

- On painted products – any fine chips along the cut edge should be smoothed with a fine grade sand paper prior to fitting
- All cut edges should be sealed against moisture ingress using a suitable water resistant sealant/adhesive prior to installation
- All trims are supplied in long lengths and need to be cut down on site, and again it is important that this is done using the appropriate tools
- When fitting the plinth, ensure that you check the dimensions of any adjacent appliances. On occasion, the plinth may need to be pulled forward to ensure that it clears the front of the appliance. This can be achieved by fitting blocks using off-cuts to the rear of the plinth prior to attaching the plinth clips, to step the plinth forward from its normal position

Installation Advice...continued

General Care

As with all kitchen furniture, the most common problems found occur as a result of excessive or prolonged exposure to heat and/or moisture. Always ensure that water is not left around sink areas as damage caused as a result is not covered by the guarantee. Always wipe off excess moisture and be careful with extreme heat sources, such as kettles, ovens and toasters. It is recommended that these heat sources are not placed directly under wall units when they are in use; they generate a higher level of heat and moisture than is often appreciated and can quickly and easily lead to damage of the furniture.

If using glass cleaner to clean your glass doors be careful not to damage the finish of the door and cabinet parts while cleaning. Do not spray glass cleaner directly on to the glass or cabinet parts as this may discolour the finish of your kitchen cabinets.

Don't open the door of the dishwasher immediately after the programme has ended, as exposure to heat and the high humidity increases the risk that the door may absorb moisture and swell.

Please note that after a period of time it is quite normal for the colouring of kitchen units to mellow in colour. This is not a manufacturing fault and is as a result of exposure to light. This means that any additional parts subsequently ordered for your kitchen, or supplied as replacements, may not be an exact colour match. However any additional parts supplied will also mellow over time to blend with your existing units. The colour of doors and drawer fronts may appear mismatched in colour. This apparent mismatch is sometimes the effect of differing light conditions within your kitchen, (known as metamerism).

Cleaning advice for all door types:

- Do not use wax furniture polish, abrasive or aggressive cleaners, bleach or other hypochlorite (chlorine) based cleaners, multipurpose cleaners, dilutes, acetone, alcohol, solvent or similar products on the door, as this will damage the surface. Additionally, wax and polishes leave a residue build up that is difficult to remove
- Only use a 5% soap, 95% water (liquid soap) solution, wiping with a damp (not wet) cloth, finally drying with a soft, clean cloth only
- Ensure all cooking splashes are wiped immediately with a damp cloth and dust with a soft cloth only
- Never use any abrasive pads or abrasive cleaners of the furniture. Spills and condensation on the fascias/panels should be cleaned and dried immediately

Timber & Veneered Doors

Cleaning: when cleaning timber doors you must follow the pattern of the grain. It is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth.

Moisture: excess moisture can damage a timber product – it is recommended that susceptible areas such as around the sink are thoroughly maintained and kept dry at all times.

Light: timber changes colour when exposed to light. Light, lacquered surfaces also have a certain tendency to “yellow with age” depending on the exposure to light. The species of timber and intensity of exposure will affect the rate of change. Due to this we recommend that timber samples be changed regularly.

It is advised that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Installation Advice...continued

General Care

Foil & High Gloss Finished Doors

Foil/Lacquer coated products are manufactured from the highest quality materials. Your gloss doors will come with a protective film over the front. You should remove this only after they are installed as the curing process continues for around 72 hours after the film is removed. This means the doors will be liable to scratching and other marks. You should avoid cleaning the doors for at least a few days to prevent any marks appearing on the surface.

Moisture: Please be careful not to puncture the foil/melamine lacquered surface of your panels. These should be kept dry in order to prevent moisture ingress.

Cleaning: Periodically clean the interior and exterior surfaces of the door using a soft, damp cloth. Wipe dry all surfaces after cleaning. Use only cleaning agents that are intended for the materials used in your kitchen. There are a number of products available which are designed for cleaning high gloss doors, but plain water is also good for regular cleans. Always use a lint free soft cloth and use a circular motion to achieve a high buff. Micro-fibre cloths are also perfect for achieving a high shine with very little effort. Avoid any agents that contain ammonia, alcohol, bleach or an abrasive. If the surface of the product is exposed to any oil based substance (for example olive oil, butter, margarine or cooking oil), the spillage must be wiped away immediately to prevent staining. High Gloss doors do sometimes show fingerprints – but this is easily taken care of with a soft cloth. Grease marks caused by these oil-based products can easily be removed by use of a mild detergent, non-abrasive cleaner if used immediately after spillage has happened. Abrasive cleaners are not recommended for this type of product.

Do not expose the doors or panels to temperature in excess of 60°C (140°F) (Approximately the temperature of washing up water).

Light: If the doors are supplied with a protective film on the face they must not be directly exposed to sunlight. Once installation is complete, carefully remove the protective film from the front of the fascia. We also advise that colour change is taken into consideration when replacing or fitting new doors some time after the original kitchen has been installed.

Painted Doors

Cleaning: it is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth. Any form of furniture polish or other cleaning products should be avoided.

Stained Doors

The LochAnna range of stains are protected by an application of lacquer.

Cleaning: it is advisable to use a damp (not wet) cloth to remove fingerprints and marks, followed at once with a clean and dry soft cloth.