



Working with you

DAY TRUE



Kitchens
Bathrooms
Home



Spatial planning is our super power. We have spent a lot of time designing, specifying, and supplying Kitchens, bathrooms and homes, so we have the process nailed. It is only when we get to know you better and fully understand how you aspire to live that can we visualise a clear picture of how to design for you.

Our process of working with you is outlined here, so you can be sure you will be working with people who share your passion for your home.



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1 UP CLOSE AND PERSONAL

What we need to see up front is your:

- Vision (mood boards, Pinterest etc)
- timescale
- floorplans or architectural drawings
- budget (or as close as you can nail it)

We also want to know about your life as you live it – the who, what, when and how of your habits.

Do you need an installer?

- For Kitchens and joinery projects: we can include an installation quote
- For bathrooms, and larger or more complex projects: we can put you in touch with contractors, architects, surveyors, structural engineers and any other specialists that are useful to your project



2 LET'S GET ENGAGED?

After finding out what you want to achieve, and digging a little deeper into the way you live (get ready for our Better Life experience!), we are ready to 'propose' to you, with our design thoughts and suggestions, with guide prices, time-frames and other assistance.

If you like what you see, we cement our engagement with a fee of £995 per room or zone. This:

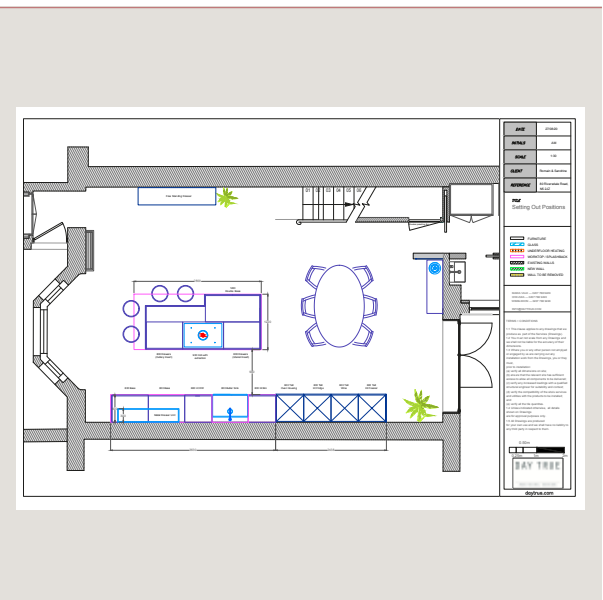
- commits us to you
- enables us to dedicate our expertise to the detail of your design
- lets you do some good: 10% of the design fee will go to Centrepoint, the charity we support, helping young homeless people.



3 IT'S ALL ABOUT THE SPACE

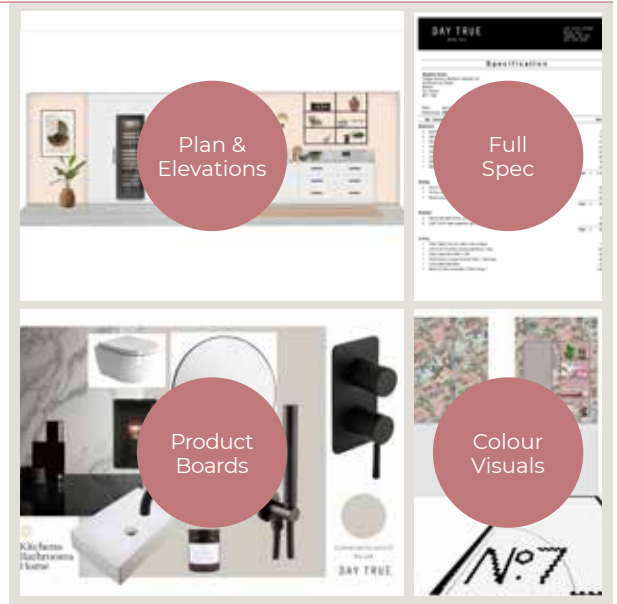
Now we explore the space:

- we [normally] visit the site to verify measurements and gather further detailed information
- We start with a few design layout options, and present them to you – we give you our thoughts and we listen to yours
- once everyone is agreed on the best option, we develop this design in fuller detail.



4 NOW IT'S ALL IN THE DETAIL

- We create plans and elevations with: colour visuals, mood boards, key materials
- We'll invite you to "try before you buy" - to use the appliances & tech so that you can make truly informed decisions.
- We'll provide a full product list, including pricing
- Finally, we go through everything again in a final design meeting, agreeing any 'tweaks'
- Now, we're ready to get going on final design details ready for next stage ordering and manufacturing!

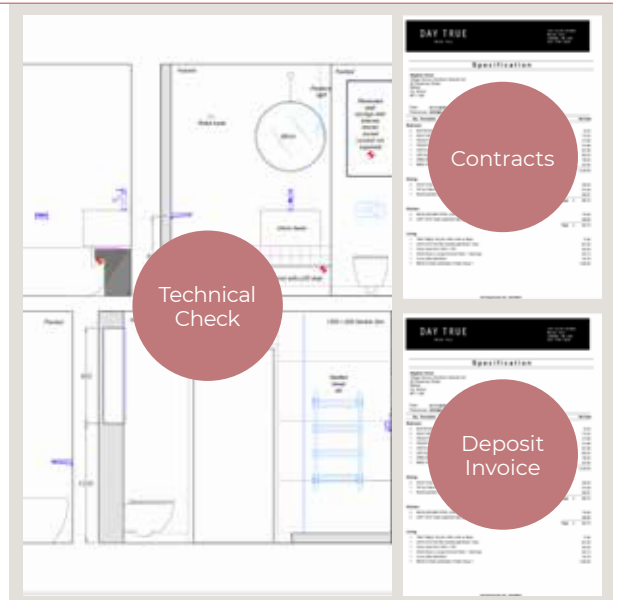


5 DOTTING THE I'S AND CROSSING THE T'S

We double check everything!
Before your final 'sign-off' meeting, we

- do a full technical site check,
- check the site measurements
- check our drawings
- check everything is in the right place
- agree all delivery and installation dates, then sign a contract with you that details and confirms everything.

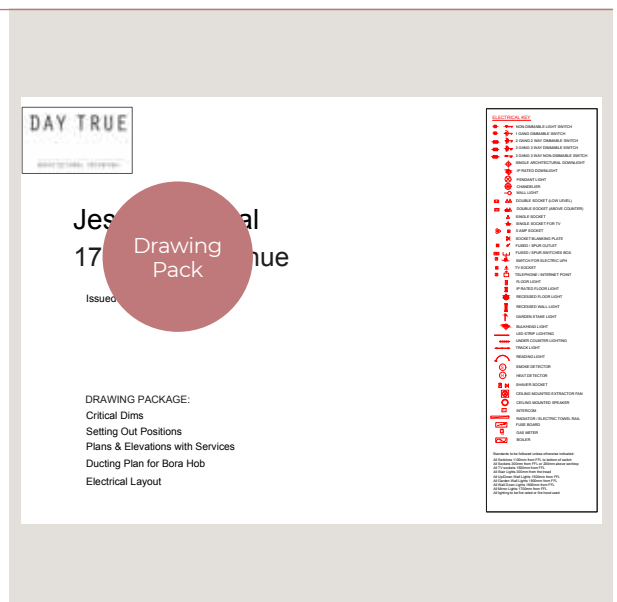
A Deposit of 50% of the final quotations price to be paid (before we order everything).



6 OVER TO THE TEAM THAT MAKES IT HAPPEN

- We introduce you to our operations and installation team that will deliver your project (they are a friendly bunch).
- We order everything to comply with our agreed delivery date - by collating everything at our warehouse it's all ready for one delivery date.
- We supply a final drawing pack to include all design details - with detailed notes to help the installers.
- If you are using our dedicated dry-fit kitchen installation service, we co-ordinate this with you and project manage your installation.
- We deliver everything to site and communicate with you throughout the process - so there are no surprises.

The Final balance is due 14 days before agreed delivery date.



7 DAY TRUE INSTALLATION

By working with our professional installers, you know everything will be done in the Day True way.

- Our installers arrive when we say they will
- They will be aware of every detail about your project.
- The installation team will visit the site, liaise with your designer, and keep you updated at all times.
- Our team will install the products and liaise with specialist contractors where necessary.
- We will also 'snag' the project and make sure you are happy with your fully realised design.



8 SUPPLY ONLY - PRODUCT & DESIGN SUPPORT

If you opt for our supply-only option we are still on hand to discuss your design with your contractor.

- We will manage any product queries
- Where our specialist recommended installers are involved, we also co-ordinate between them and you, to make sure products are delivered on time.



9 YOUR BETTER LIFE

Finally, you get to enjoy your new home.

- We'll give you a care pack and show you how to clean and maintain your beautiful new products
- We will stay in touch to see how it's going and take some photos (we love to share great design, and even win some awards).

We stand by our Day True guarantee, that our design will give you a better life.



House rules

Starting on a journey to refurbish part or all of your home can be a daunting prospect and of course, we have a long list of terms & conditions that you probably won't read, or might find confusing, but we have them for a reason.

Our house rules are intended for you to clearly understand what to expect from Day True and likewise, what we expect from you, as we embark on this journey of designing you a better life.

1. Design fee

We charge a design fee, and yes, we know other companies don't but that's exactly our point of difference. We don't sell boxes; we design spaces which requires a unique approach, bringing together the knowledge of our fully qualified design team to deliver a space that goes beyond the basics of a kitchen or bathroom- its everything from floor to ceiling & everything in between.

2. A clear project budget

You will need to give us a budget for your project at the beginning of the process, this saves time and heartache further down the line, we do not want to create a kitchen or bathroom that you fall in love with, but is out of your budget. You will expect us to be open with you, we need you to be open with us also, we understand sometimes unexpected factors will impact the budget, so it is essential to keep us informed of any changes. If goalposts/briefs are changed in the process, then budget expectation will need to be reset.

3. Please pay your fees on time

We require a 50% deposit when you confirm the order with us, we then place all of the orders with our supplier, at this point we are committed to all of these costs and because many of our products are made just for you, they cannot be cancelled. 14 days, before the agreed delivery date, the final balance will need to be paid. If you change the delivery date for any reason, the balance will still need to be paid, as will our suppliers who will have made and delivered everything to us by then. Failure to do this, may postpone your delivery and installation. We understand delays may happen on site & we offer a 2-week complimentary storage at our warehouse after which will be subject to additional storage fees which vary according to the volume.

4. Project timescales communication

At the start of the project, we will agree a schedule with you to include design meetings and any site visits. etc, we will ask you to agree to these and if you have to cancel give us sufficient notice and agree a new date immediately, this will help us plan your project effectively and efficiently, making everyone's lives much easier. We will endeavour to communicate with you promptly and effectively at all times, we would appreciate it if you could do the same.

5. Always approachable,

This is one of our core values as a business and we will do all that we can to make this journey as fun and enjoyable as possible, however during in depth projects like this, things don't always go to plan, we have a 'be a good human' policy at Day True and we would ask that our clients follow this too, there is no room for being rude or aggressive in life, so we expect this to be always considered. During the process you will be expected to drink gin, if this is not your preferred tippie, let us know early so that we can get yours in, we of course, also offer amazing teas and coffee.

6. We will challenge you to be more Pirate

Another of our values, is 'be more Pirate' this means we will challenge the status quo and we won't design something that we don't believe in, therefore we ask you to commit to being very open with us during the briefing stage and provide us as much information as possible, this will help us push the boundaries of what can be achieved and to create a space that is perfect for how you intend to live in the future.

7. Photography and testimonials

We are proud of all our projects as you can see on our website and social media, we like to show off! We would love to include your project in our future marketing, this may be images we take during the project and then a professional photo shoot at the end. Of course, we will share the photos, so that you can show them off to your friends! We also hope that you will write us a lovely testimonial.

8. Our guarantee of a Better Life

Our commitment to you is simple, at the end of the project we have given you a 'better life'. During the project we will invite you to come and try the products before you buy them (yes, even the steam room), we believe this allows you to make informed decisions all the way through the project that will make a difference. Once the project has been completed, we will be happy to come to your home to help set things up, show you how things work and we will check in with you from time to time to make sure everything is still as it should be.