

How We Work

Thank you for choosing Glotech.

We have expertise and design knowledge in all areas of the home, from kitchens, bedrooms and studies, to media units and furniture. We strive to supply the highest quality products, tailored to meet your own style and budget.

We have a dedicated team who will work closely with you to make sure that your dream space turns into reality. From the initial design stage to full installation we are with you every step of the way. At Glotech we are able to provide full project management or a supply only service. We are also able to offer building and structural work if required.

What makes the Glotech team different to everyone else is our knowledge, experience, personal service and attention to detail. We are a family business which has been trading for over 40 years and have built a fine reputation for excellent customer service.

We rely heavily on client recommendations so our aim is simple – to provide you with fantastic customer service and a beautiful, quality end product that you will be proud to show off to your friends and family.

Design Process:

At Glotech we offer a free initial design consultation. One of our designers will be happy to meet you at your home or in one of our showrooms to discuss your requirements. Our designer will carry out a survey of the available space or use your architects or builders plans. The meeting will last for up to 1.5 hours during which our designer will collate all the information to be able to start work on your design. We use the very latest 3D design software producing photo realistic visuals.

Once the design is complete you will be invited into your nearest showroom for a personal presentation. During this meeting we will discuss any possible changes/suggestions. Following the meeting our designer will produce the revised design along with a full quotation which we will email or post to you.

If you have any further amendments we will be happy to accommodate them and produce an updated quotation, still with no charge.

However if any further changes and/or technical drawings are required a £250 + VAT fee for kitchens or £150 + VAT for utility rooms / wardrobes will be charged which is refunded upon placing your order.

Quotations:

Your quotation will be valid for 28 days unless otherwise stated at the bottom of the quotation.

All prices quoted are excluding VAT with the VAT calculated at the bottom of the quotation. Our Payment Terms will be detailed at the bottom of the quotation as follows:

45% deposit payable on order. Payment can be made via credit, debit card or bank transfer.

55% balance is payable 7 days before delivery. Payment can be made via debit card or bank transfer.

Payments made via credit card will be subject to a 2% surcharge.

Acceptance Of Your Order:

Once you are ready to place your order you will be asked to sign off your latest quotation and initial the drawings. Our Installation Manager will then be scheduled to visit you to carry out a site survey of the space before your order is placed into production. At this stage you will be given an approximate delivery / installation date and full service drawings will be produced. Please note that once the order has been processed any alterations to your order may be chargeable. All our furniture is made to order and supplied rigid.

Arrival Of Your Order:

Your order will be received into our distribution centre approximately 6-8 weeks from order, upon which you will be notified and a delivery date to site scheduled.

Your order can be stored for up to 3 weeks free of charge before delivery, after which an additional fee of £50 + VAT per week will be charged.

Installation / Project Management

Glotech are able to offer a fully professional installation and project management service.

You are able to select from our Installation Services below,

Gold Installation Service includes removing/disassembling your existing kitchen / furniture to installation of the new one and final decoration.

Silver Installation Service where services and preparation have been completed by others.

Bronze Installation Service which is dry installation only so your trades carry out final connections to services.

When you accept one of our installation packages, Glotech will fully manage your project from the very start to finish.

Our Installation Manager will visit site during the installation process to ensure everything runs smoothly.

Glotech recommend that your kitchen installation should be one of the final stages of a refurbishment to avoid unnecessary damage from other building trades.

Any delays during the installation or return visits due to circumstances beyond our control will be subject to a charge.

Glotech will carry out a single rubbish clearance at the end of each project. It is the responsibility of the client to allocate a safe and suitable location for the rubbish to be kept until collection.

If more than one rubbish clearance is requested an additional charge of £30 + VAT will be incurred per collection.

For Supply only kitchens, a rubbish clearance will not be carried out as standard. Should a rubbish collection be required this can be arranged for a fee of £110 + VAT.

Please note that you will require a minimum of 30mm clearance from the top of the units to ceiling to install the kitchen.

Supply Only Service

Glotech are happy to offer a supply only service. Following delivery of your order our installation manager is available to visit site to offer professional advice once, if required.

Any subsequent visits that are required can be arranged at £75 + VAT per visit.

Please note that any damages must be reported within 5 days from date of delivery.

Warranty

Glotech offer a 10 year warranty (from January 2017) on all our kitchen and bedroom furniture. In the unlikely event of one of our kitchens or bedrooms experiencing a manufacturing or raw material fault we will happily, promptly and without charge replace any part*. (Warranty excludes any cosmetic, vapour, steam or water damage.)

*Unit doors, drawers and panels are subject to availability. Please see our full terms and conditions.

All Glotech installations are covered by a 1 year warranty.

Work surfaces

Please note that work surfaces may vary from the supplied sample especially surfaces with patterns or natural marbling.

For natural granites we strongly advise that you choose the granite slabs from our suppliers before fabrication. This can be arranged for you.

Once fabrication has commenced Glotech will not be responsible for the finish due to the patterns and marbling within the material.

Returns / Item Swaps

If an item is no longer required and is in its original packaging and not damaged we will refund the original amount minus a 20% restocking charge.

If a client wishes to swap an item Glotech must be informed as soon as possible. If the original item is in stock a 20% restocking charge will be chargeable.

All damages must be reported within 5 days. Glotech will exchange the item as a soon as possible.