



## **WELCOME TO CAVENDISH EQUIPMENT'S SPLASH BACK CONFIGURATOR.**

We have created this configurator so that you the customer can design, get an instant quotation & order your bespoke stainless steel splash back. This can be completed on your computer / tablet / mobile phone.

Below are some Frequently Asked Questions (FAQS) & answers that we get asked &, if you need more info, just give us a ring or send us an e-mail:

### **Why choose the splash back configurator rather than sending your enquiry through the usual methods?**

There are 2 reasons:

1. You will get an instant quotation.
2. As you are configuring your splash back yourself, it will work out cheaper & you will receive your order faster. You will save the price of a site survey.

### **I am a little bit nervous about placing an order in this way! What can you tell me to reassure me?**

Cavendish Equipment has been manufacturing stainless steel kitchen since 1967. We are a family owned & run company with about 30 people working for us. We manufacture worktops, splash backs & kitchens, all in stainless steel for mainly domestic kitchens. We have a large factory situated just outside London & close to the M25. We have invested heavily over the years in the latest technology machinery to ensure product perfection. We believe we are the top manufacturer of domestic stainless steel kitchens in the UK. Do not be nervous, you can ring us at any time during the process if you need help or guidance.

### **What is the process to ordering through the configurator?**

Once you have configured your splash back & you are happy with the price, you are then ready to place your order:

1. Press the ADD TO CART button.
2. Save your order & return back to the Web Shop, where you will find that your splash back order is in the basket awaiting purchase in the checkout.
3. Checkout & make your payment.
4. Receive your order confirmation.

Your order will be given to one of our team of designers. They will take your order & draw it up into a 3D drawing using our specialist CAD programme. Once drawn, they will e-mail you with the drawing for you to have a final check. We require you to send us back a signed confirmation of this drawing & we can put the splash back into production.

### **What if I am not sure about measurements or how my order will look?**

Please note that we will look / check your design. If something does not look right, we will be in contact with you. If the designers need any information or have any questions, they will be in contact with you. The drawing you will receive, will show you exactly how your worktop will look once manufactured from the dimensions provided.



### **How long will my splash back take to manufacture?**

Once we have received your order (& you have received your order confirmation), you will receive your drawing to approve within 5 working days. When you have approved the drawing, your splash back will be ready to despatch in no longer than 5 working days.

This is dependent on the complexity of the splash back. The time schedule will not be increased, it may decrease, but we will contact you to confirm delivery / collection date.

### **How will my splash back be delivered?**

Smaller splash backs would be delivered by parcel courier company, but larger splash backs would be delivered by dedicated van. You will need to arrange extra labour to assist in the unloading of your splash back if required.

### **Are the splash backs easy to install?**

Yes they are. The splash backs are bonded onto the wall with an adhesive. It is easy! (If you require adhesive, you can order it on the main site).

### **I have placed my order but I want to cancel / make changes. Is this possible?**

It all depends how far we are into the manufacturing process. If we can alter / cancel, we will. Give us a call to discuss the issues.

### **Can I receive samples of the different finishes available?**

Yes – You can do this through the main site through '[CLICK HERE FOR SAMPLE PIECE](#)'. Please fill in your details & the samples can be sent out to you.