

Message from our Managing Director OUR ONGOING RESPONSE TO COVID-19

To our valued Customers and Suppliers

Thank you for staying up to date with the latest iterations of this message which we have been updating regularly since 23 March. We are continuing to closely monitor our response to COVID-19 as the picture evolves in the UK and beyond, and I want to update you of our ongoing steps. Our priority at The Kitchen Store remains the welfare of our customers and colleagues and our aim is to resume normal business as quickly as it is safe to do so.

Resuming face-to-face contact

Our physical stores in Brighton & Hove and Horsham reopen on Monday 1 June 2020. We expect our Lancing store to follow in mid-June. We will shortly be publishing a video online explaining our in-store PPE and social distancing measures, together with appointment arrangements.

Resuming installation

Our domestic installations have now resumed. Initially we are selecting jobs by ease of social distancing (for example by the size of property, if exclusive routes of access are possible, whether the building is unoccupied etc.) and material availability. Strict method statements have been adopted by our installers which set out our social distancing and PPE measures.

In terms of material availability, UK and European production has moved out by six to eight weeks so-far. Some manufacturers have now restarted and we are seeing deliveries resume, though tentatively and not at full capacity just yet. As mentioned, we are factoring this into our rescheduling.

Arranging designs and staying in contact

In the meantime, we are very much “open” with our designers and technical team working from home.

- Arranging a New Kitchen Design – Our kitchen design and planning service is now running online. We are working off customers sketches, measurements and architect’s plans. Our video calls include virtual walk-throughs in 3D and are a great way to visualise your new kitchen. See our ‘Service Update’ page at thekitchenstore.co.uk to start your journey.

the KITCHEN STORE

- Project meetings and sign-off - If you have a project underway, we are happy to meet you by video call. Please contact your designer to book in a time.
- How to contact us - You can telephone and email our usual numbers and addresses and these will reach our team as normal.
- Parts and Additions - Our online parts store is open for orders though despatch will not resume until the respective manufacturer's factory reopens.

Planning ahead

Demand for kitchens in the late summer and autumn 2020 is already high and we are taking orders now to secure slots in the diary for production and installation.

Please rest assured that we will continue to do everything we can to communicate well with you and run as normally as possible.

Many thanks for your support and patience and keep safe.



Alan Margetts