

A Homefit customer journey will consist of the following steps:

1. Plan

- Our design consultants can help you plan your project for free, offering friendly expert advice on design and product choice
- Our B&Q spaces design tool is highly interactive and means you can continue designing your kitchen, bathroom or bedroom from the comfort of your own home

3. Delivery

- Your local project centre will contact you to arrange the best time to deliver your goods to you and will then manage every stage of your project through to completion

2. Survey

- We can arrange for one of our Which? Trusted Trader approved installers to complete an in home survey
- Your expert installer will check the plans to ensure all building regulations are met. You can also discuss any special requirements such as parking or duration (See KBTI survey section for more details)

4. Install

- Your Which? Trusted Trader approved installer will arrive on the day agreed with you to begin the installation of your new room
- Once complete, you can feel safe knowing all our work is backed by our market leading 5 year installation guarantee

You're in safe hands

A typical journey for a fully installed project

Please note: Homefit can include: plumbing, electrical, gas works, flooring, tiling and joinery.



The customer will receive a call from the Homefit team at the end of the installation to ensure they are fully satisfied with the work. The customer then receives through the post a pack including a 5 year workmanship guarantee and the relevant gas and electric certification.

How Homefit supports the customer journey

Once a customer makes the decision to choose Homefit and pay for their installation order in a B&Q store, the order is then passed to the Homefit Centre.

The team at your local Homefit Centre will contact the customer to arrange a non intrusive technical survey to confirm the order is all correct.

It is then the role of the Homefit Centre to check and book in this order on behalf of the customer to ensure the installation runs smoothly.

Here is a quick summary of the service provided in your Homefit centre.

- Order confirmation completed
- Checking that all the survey changes requested have been made
- Making sure the right products are on the order
- Spotting and resolving any potential problems with the order
- Booking deliveries into the Homefit centre
- Arranging the installation date with the customer
- Confirming all the details to the installer
- Guiding the customer through next steps and dealing with any queries

