

Designing and Installing Your New Kitchen Your Guide to What To Expect



Stage 1: Design Assessment and Project Plan

The fun begins! Working with your chosen Designer, the process starts with a visit to our Showroom and/ or an in-home Design Consultation. Refer to our separate Kitchen Planning Guide for ideas on how to plan for your kitchen needs. During this stage you will develop your design concept, finalise preferred finishes, approve your quote, finalise your appliances, sign your contract and pay a deposit of 5% of the total project value.

Main point of contact: Kitchen Designer



Stage 2: Concept Plan Approval

Your Designer will now guide you through your colour selections and then take you through your new kitchen plans step-by-step to ensure that you understand exactly what it will feature and how it will look. You will be required to approve the concept drawings prior to manufacture by signing a copy of the plans. It is important to be aware that no further changes can be made (without a variation to cost) once you have approved your concept plan. At this stage, you will make a second payment of 25% of the total project value.

Main point of contact: Kitchen Designer



Stage 3: Check Measure

Our dedicated Domestic Project Manager (DPM) will make a time to meet you at your home to photograph and conduct a final measure of your existing kitchen or the space your new kitchen will occupy. This is a quality control initiative to confirm the measurement details and ensure that there are no technical issues with the design concept. During this stage our DPM will confirm if CCW are organising trades, or ask who your preferred tradespeople are for the installation of appliances, plumbing, tiles etc. We will also provide you a tentative Installation date.

Main point of contact: Domestic Project Manager



Stage 4: Planning and Design

With measurements and design finalised, our Domestic Project Manager and your Designer will discuss your project with our Technical Planning Department and co-ordinate the working drawings for manufacture. This is an internal stage of the process but updates on progress can be provided on request. This process can take up to two weeks and is dependant on work loads of the Technical Planning Department.

Main point of contact: Kitchen Designer



Stage 5: Purchasing

Once our Technical Planning Department have finalised the working drawings, all the materials required for your project can now be ordered. This is an internal stage and it is very unlikely that you will be contacted. However, in the rare case that there are issues with obtaining any of your materials, you will be contacted by your Designer so that relevant options can be discussed with you and decisions made regarding alternative materials.

Main point of contact: Kitchen Designer



Stage 6: Manufacture

It's off to the factory! Your custom-made cabinetry now being made to suit the specifications of your approved kitchen plan. The manufacturing process takes 4 to 6 weeks, depending on the features and materials that you have selected for your kitchen. A third payment of 65% of the total project value will be required prior to delivery of your custom-built cabinetry.

Main point of contact: Kitchen Designer



Stage 7: Cabinetry Installation

When your kitchen is nearly ready to install, our dedicated Sales Dept Coordinator (SC) will contact you to organise dates and times. For this stage of your project, our Domestic Project Manager (DPM) is also with you every step of the way and can assist in coordinating other contractors to make sure your kitchen goes in smoothly and on time. All installation queries should be directed to our SC during this stage.

Main point of contact: Sales Dept' Coordinator



Stage 8: Glass and Stone/Granite Installation

If your kitchen design includes a glass or metal splashback and/or granite or stone benchtops, final measurements of these areas will be taken after your main cabinetry has been installed. As your glass and stone features are custom-cut, this occurs after cabinetry installation to ensure that they fit your kitchen perfectly. The installation of your splashback and benchtop will be arranged by our Sales Coordinator (SC). Our SC will be back in touch with you after completion to ensure that you are happy before finalising the installation process.

Main point of contact: Sales Dept' Coordinator



Stage 9: Enjoy!

With your brand new kitchen now in place it's time to christen it and enjoy your new space! Your Designer will contact you shortly after the install to arrange a final visit. During this visit, we encourage you to share your thoughts, ask any further queries and advise of any concerns that you may have. Your final payment of 5% of the total project value will now need to be made.

As we value your opinion, once you've had time to settle into your new kitchen our team will contact you to ask for feedback regarding your experience with CCW.

Main point of contact: Kitchen Designer

How Much Time Should You Allow For Your Project?

Renovating or building a new kitchen is a significant investment. It is a project that requires time, research, decisive input, and coordination, and it's a process you may undertake only once in your lifetime. As all of our kitchens are custom-built to suit your needs, space and budget, it is unrealistic to expect a turnaround on your project of 1 or 2 weeks.

The actual time taken to produce and install your kitchen will depend on the size, scale, complexity of features and materials you have selected. For this reason, from initial contact to finish, we recommend you allow between 6 and 12 weeks for your kitchen to be completed.

If you would like to minimise this timeframe, or have a specific deadline that you need to meet, we recommended that you start your research early in the process. We also recommend that you discuss your expectations with your Designer at your very first meeting.

