

ekitchens[®]
kitchens made easy.

Order Guide

Contents

Thank you for your order with eKitchens Australia. In this guide, we aim to provide you with answers to many of the questions you may have from ordering your job up until the final installation.

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Placing Your Order

Congratulations! You have now completed the design phase of your kitchen process and are ready to place your order. Your designer will be able to continue to guide you through this process to complete the following steps and get your order into production.

Checking Your Design

Prior to the acceptance of the order, your designer will have sent through a eKitchens Quote Package. This will include a breakdown of your choices, an itemised quotation, drawn kitchen plans and 3D images of your design.

Please ensure you check over this package and confirm the following is correct;

- The colour, door design and accessory choices

- The kitchen design and all inclusions.

- The overall room sizes (or any sizes provided to the designer).

- All appliance model numbers provided to designer are correct and in writing on your plans.

Order Acceptance

Once you have checked over your design and you would like to get your order into production. We require a Order Acceptance to be filled out to confirm everything is correct and you are ready for your job to go into production.

Terms and Conditions

Please click below to be taken to our terms and conditions.

[Terms and Conditions - Link](#)

Payment Terms

Cabinetry: We require a 50% deposit before we will begin production on your order, with the remaining balance due before pick-up or delivery of the order.

Stone Bench tops: We require a Site Measure payment of \$165.00 to be paid prior to the measure of your bench tops by the stone mason with final balance being paid PRIOR to installation.*

Glass Splashbacks: We require a Site Measure payment of \$99.00 to be paid prior to the measure of your splashback by the supplier with final balance being paid PRIOR to installation.*

*Please Note, we don't pay the supplier until approval has been given by customer.

Production Times

These production times begin from the date the deposit is received into our bank. All production times are working days and do not include public holidays or weekends.

ABS/Laminate – 7-10 working days

Vinyl – 7-10 working days.

Painted - 20+ working days.

Pre-assembled – Additional 5 working days on the above time-frames.

Outsourced items – 10 - 15 working days *

Please note, these production times are based on supply of the products. If your product is on back order, we will contact you as soon as possible to let you know the updated ETA date. * For outsourced items we cannot guarantee specific due dates as they are supplied to us by an external company.

We recommend, if possible, not booking your installer until your order has been in production for at least 5-7 working days, as this will allow time for us to contact you with any possible delays. If you need to book your installer, please allow an additional 1 week on top of the above production times for delivery and any small delays.

Delivery for both metro and interstate is additional to these production times. An additional 1-2 working days for metro and 7-10 working days for regional/interstate, should be allowed for.

Production Process

Orders

Once your order is placed it gets sent through to our Orders department who will create your invoice and prepare all your paperwork for the order to go through production. Once your deposit has been paid, our Orders team will push your job through to the next stage.



Programming

Our programmers receive your order through as the first step of our production line. They will program your job and will contact you directly or your designer if they do have any questions regarding your order.



Purchasing

Once programmed, your order is sent down to our purchasing department, who will order all your colours, outsourced items (i.e. Glass) and hardware that is not standard.



Manufacturing

As soon as your colour arrives, your job is sent to our programmers who will, in date order, send your jobs down to the corresponding machines to be cut and wrapped for flat pack or assembled in our assembly area. During this process, you will receive a text message through to let you know your order is 50% complete.



Compiling

Once all cut and wrapped/assembled our dedicated compiler will check through your order to ensure it is completed. For interstate customers our team will then box or wrap up your order ready for shipping.



Completion

Once complete, you will receive through a text message stating your order is ready for delivery or pick up.

Our dispatch team will contact you via phone call or message to book the delivery date of your order. Please note, we are unable to guarantee exact delivery times.

For interstate orders, once boxed up our friendly team members will contact you for final payment or your tracking link.

Obtaining Due Dates

On top of the production times, if you would like a more updated due date (please note, this is still an estimate only), we welcome you to contact our production team after your order has been in production for at least 5 working days.

To obtain a ETA date, you can;

1. Email our team on production@ekitchens.com.au with your name and invoice number.
2. Contact your designer requesting an ETA and they will pass through your details to our production team.
3. Call the office on (08) 9456 3108 and speak to our friendly receptionists who will pass your details through to our production team.

Once your details are received our production time will either respond to your email or send through a text message with your updated ETA. Please note, this is still an estimated date only and the date provided does not include delivery or pick up.

Pick up

When your order is completed, you are welcome to either pick up your order or have it delivered.

Pick up of orders is at our Forrestdale Head Office - 34 Haydock Street, Forrestdale, WA, 6112. Our pick up times are Monday - Friday between 7.30 am and 4.00 pm.

Please ensure you have a large enough vehicle or trailer to transport your order home as well as the appropriate items you will need to tie everything down and protect it from the environment. Please see photos below on how your order is supplied.

Delivery

For your completed order, eKitchens also has dedicated delivery drivers who deliver directly to your home for the Perth Metro and some WA regional areas.

For our regional customers who we cannot deliver directly too, or interstate customers, our orders are sent out with Sendle and Team Global Express (Toll) depending on their size.

Our delivery pricing is as below -

- **Perth Metro delivery:**
 - Flat Pack - \$199.00
 - Pre-assembled - \$299.00
- **Perth Regional Delivery** by us directly to your door: Custom Charge
- **WA Regional/Interstate** for up to 3 doors (and items less than 1m tall): \$49.00
- **WA Regional/Interstate** for up to 6 doors (and items less than 1m tall): \$99.00
- **WA Regional/Interstate** for more than 6 doors (or items over 1m tall) and/or cabinetry:
 - \$400.00 for metro areas*
 - \$550.00 for regional areas.*

*Please note; Tasmania may require a custom charge.

*Our regional/interstate orders delivered by TGE pricing includes the items being shipped in a made to size timber box with protective wrap inside and the items will be delivered to your closest depot, unfortunately, due to the size and make of the boxes, we are unable to deliver directly to your home, unless a forklift is present. Photos below of how your items are shipped.

Important Storage Note - If you don't plan to install your order straight away, please ensure you store it correctly to reduce the risk of later issues with your order.

- Don't leave your order in an area that could get quite hot i.e. a storage container, garage or in direct sunlight.
- Please ensure you store your job flat and not leaning up against the wall, this can cause bowing in your doors.

Flat Pack Orders



Pre-Assembled Orders



Regional/Interstate Orders



DIY Information

Planning on installing your new cabinetry as a DIY project? Below you will find information on how to put together your cabinetry, read your designers plans and more.

About your Cabinets

When you receive your order, you will find you have the following;

Cabinets pieces wrapped/assembled with a cabinet number on the sticker.

Doors, panels, drawer fronts wrapped together in no necessary order.

Hardware boxes with the number of boxes written on the top (i.e. 1 of 2).

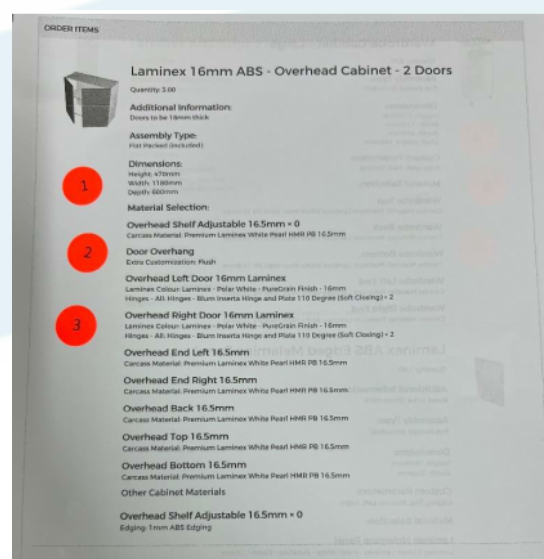
Any outsourced items you ordered, i.e. bench tops, acrylic splashbacks etc. *

*Stone and glass splashbacks not included. See Stone and Glass process below.

Understanding the paperwork

In one of your hardware boxes, you will find a printed copy of your order. On this copy, there will be coloured stickers with numbers on them next to each cabinet. These numbers will show you what type (and size) of cabinet you will be assembling.

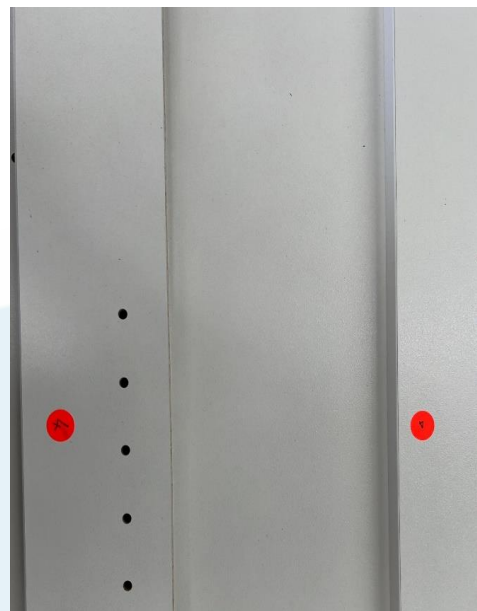
If you do not have a copy of this in any of your hardware boxes, please get in touch and we can provide you with this.



On each cabinet, you will have stickers (the same colour and number) that will show you which cabinet you are building.

Each piece of the cabinet will have this sticker on it, and usually all cabinet pieces are wrapped together in one pack, however, sometimes dependant on the size of the cabinet, this isn't possible, so make sure to check through all your wrapped cabinet packs for all the pieces for the cabinet.

With our mortise and tenon construction to make assembly easy, you will be able to knock up your cabinet quite quickly!



Reading your Design Plan

Due to our custom requirements, we supply our customers with hand drawn plans (and 3D images) of their area to allow for us to provide all the correct information to our customers when installing. All designers plans follow the basic structure below.

Each overall height of kitchen part

Kitchen colour and design choice.

Any additional information required for installation.

Bench top colour and thickness

Appliance details as provided by customer.

CABINETS			
	Overall Height	Door / Edge	Benchtop / Colour
Floor	780	Design Laminex	Stone
Overhead	742+86 492+18	Colour Aries	38mm Quadra
Tall	2260 2360	Finish Natural	38mm Egger
Kick Size	100	Kickboards	38mm
Splashback	700	Colour Matching	20mm
Trimets (if reqd.)	80	Overheads above Cooktop & Appliance V1144 Luna	Other (as below)
			Essastone - Carrara matte

APPLIANCES			
	Make / Model		Make / Model
Oven	OB60SD9PB1 - F&P	Microwave	ME61445T - Samsung
Hotplate	CG905BNG684 - F&P	Dishwasher	SM16HC501A - Bosch
Rangehood	HP901DCHX3 - F&P	Fridge	EXISTING

NOTES	
2420 to ceiling	Matching L Rail
2360 to cornice	Blum Antaro
Bench @ 900	Installer Details

Overhead cabinet sizes

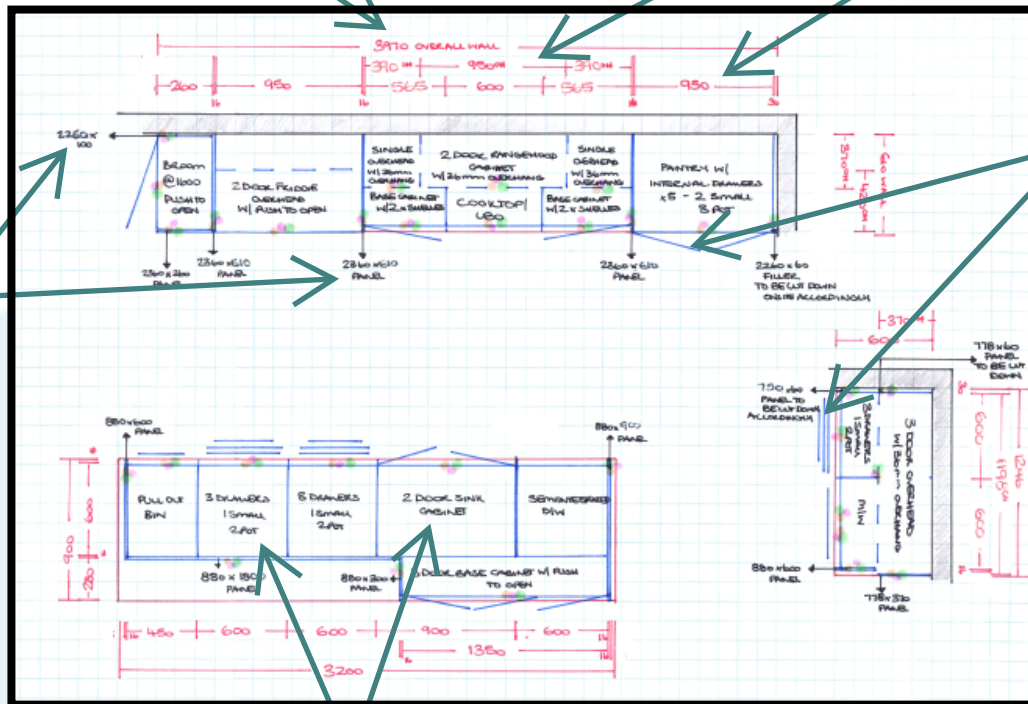
(width)

Base cabinet
sizes (width)

Overall sizes of room

Panel size
for this
section (or
using panel
list as per
below)

Indicates
whether door
or drawer
cabinet



Name of type of cabinet (refer to
order paperwork and compare
sizes to paperwork)

Additional Panel List & Items required for order

Additional Panels	
1 @ 950 x 400 - RHP	1 x Lighting Rebate to 1228 x 350 Panel
1 @ 950 x 350 - RH	1 x Rangehood cut out
2 @ 390 x 350	
1 @ 1228 x 350 - Rebate	9 x L Rail - Aries
7 x Kickboards	Internal Drawers - 917mm
	2 @ 84mm
6 x Push to open	3 @ 161mm
17 x Cabinet Edging	
3 x Scribes x 3 @ 2400 x 80	

Hardware Guide



Blum 110 Degree Hinges – Used on all standard opening Doors.

Blum 60 Degree Corner Hinges – Used on all corner door sets (joins door to door)



Blum 155 Degree Hinges – Used on all corner door sets (joins door to cabinet) and on cabinets with Internal Drawers.



Standard Hinge Plates – Used to attach most hinges to the cabinets
Please Note: Arrow points towards the front of cabinet.



Smart Legs – Smart Legs are adjustable from 90mm to 180mm, to achieve a height less than 130mm please remove leg, ¼ turn and push down.
Bevel Edges Face towards front.



41mm Particle Board Screws – Main screws used for assembling all cabinets.



35mm Screws – Use with Benchtop Connectors, also use these to screw front of benchtop to cabinet front rails (not pre-drilled) *Discard if using stone or granite.*



28mm Screws – Used for screwing assembled cabinets to other cabinets, use these screws to secure seen end panels and kick boards. Please do not use the screw in your door profile. Do not use this screw to assemble your cabinet.



16mm Particle Board Screws – Used for assembling drawer bottoms and backs to drawer kit hardware.



Euro Screws – Used for securing drawer runners to cabinet ends – use min 2 - 3 screws per drawer side.



Shelf Supports – Used to hold Adjustable Shelves.

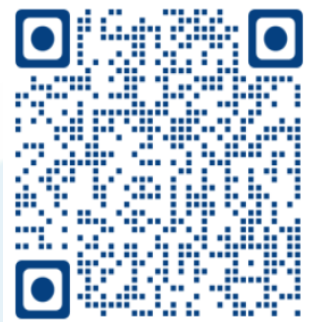


Plastic Bench Top Connectors – Used for securing laminated bench-tops to your cabinets with 35mm screws (supplied). *Discard if using stone or granite.*

Assembling your Cabinets

Please see below for a QR code and web link to our 'How to Guide's.

Here you will find a step by step guide to assemble your cabinets.



[How to Guides Link](#)

Installing your Cabinets

All cabinets are machined with high accuracy please do not cut or modify any cabinets and/or doors unless you have pre-planned to.

1. Check that all services have been professionally installed in the required positions by qualified Trades people for example, Water and Waste Pipes, Gas Supply, Electrical etc.
2. Make sure the floor is clean and flat.
3. Starting in a corner of the Kitchen, Use a Hole Saw to drill any required service holes. If no holes are required, sit the Cabinet into position.
4. Repeat step 3 in both directions until all the (Floor) Cabinets are sitting in position.
5. Using a Spirit Level, adjust the Legs on each Cabinet until all cabinets are level and are at the required height. Note: If the bench top goes into the window sill then allow for the bench top thickness when adjusting your Cabinet height.
6. Screw each Floor Cabinet together so Ends are flush on the top and front.

7. Using Fixing Screws and Plugs, screw the Cabinets to the wall being careful not to drill into any wires or pipes in the wall.
8. Fit Floor Cabinet End Panels (if any) by screwing them from the inside.
9. Install Bench Tops using Biscuits provided, PVA glue, Silicone and Bolts. Make sure the joins are level and have a minimal gap.
10. Install Overhead Cabinets (if any) so it is the same level as any Tall Cabinet going next to it. Make sure the end of the Overhead Cabinet is plum with any Bench Top that may be under it.
11. Install Tall Cabinets (If any) making sure it is level and plum.
12. Install all Scribes as required by screwing from them from the inside.
13. Install all Kicks as required by cutting them to length and attaching to the Adjustable Legs using Silicone.
14. Insert Drawers into the Drawer Cabinets
15. Clip on and adjust all Doors and Drawer Fronts.
16. Fit all Handles (if required)
17. Seal all edges touching the floor or walls with Gap Filler and Silicone as required.

Please note, the above is a guideline only, we are unable to provide advice such as what fixings to use to secure cabinetry to your wall as this can depend on onsite factors such as wall type.

Questions or Troubles?

Have some questions or troubles regarding your order? No problem at all! We have a dedicated Customer Service team member that is here to help!

Please email through your questions/concerns with some photos to cs@ekitchens.com.au and our Customer Success Team will be in

Terminology

Bottom – Floor and Tall Cabinet Bottoms generally have Leg Holes on the underside. Overhead Cabinet Bottoms have 3 Tenons on the topside.

Adjustable Shelf – Has no holes drilled in it and has no Tenons.

Fixed Shelf – Normally has Tenons for fixing.

Back – Normally has at least 1 Mortise and can have Shelf Support Holes.

End – Each Cabinet has 2 Ends. Ends are always in pairs and Shelf Support Holes Mortises; Hinge Plate Holes are always on the Inside of a Cabinet.

Front Rail – Used in Floor Cabinets. Fitted Front and Top between the 2 Ends.

Back Rail – Used in UBO Cabinets. Fitted Top and Back between the 2 Ends.

Mullion – Used in some types of Floor and Overhead Cabinets. A Mullion is used to hold Standard Hinge Plates.

Scribe – A Scribe is a piece of Melamine that fits between Cabinets and walls to allow for any minor adjustments.

Filler – Fillers are made from “Door Material” and are used to take up some spaces as required by some appliances and hardware. These Fillers make your Kitchen look completed and professional when fitted.

End Panel – End Panels are fitted to a cabinet after it has been assembled. End Panels can be the same size as the Cabinet or much larger for example Fridge Panels. Fridge Panels go next to a Fridge and may be used to hold up Overhead Cabinets

Kick – A Kick is supplied for all Cabinets that sit on the Floor. Kicks can be in Door Material or Brushed Aluminium and must be cut to length on site.

Drawer Bottom and Back – Melamine parts of a Drawer.

Stone Benchtop Procedure

Once your cabinetry is installed and level, it is now time to get in touch with your designer to let them know you are ready for your stone bench top templating.

1. Contact your designer directly to let them know you are ready to go ahead with your bench top site measure.
2. Confirm your stone choice (colour and finish) with your designer and if you do want to visit the supplier to select your own slabs please ensure this is completed as soon as possible.
3. Fill out the Stone Checklist (Below) and send it back to your designer.
4. Pay the \$165.00 Site Measure Fee.
5. The stone mason will contact you to book in your site measure date. Usually this site measure occurs within a day or two of sending the Stone Checklist back to us. An Installation date is usually booked at this point as well.
6. Site Measure occurs - Please ensure you have all cooktops, sinks, taps etc onsite for the measure.
7. Stone mason confirms with designer if any price adjustments due to slab size or changes during site measure. Your designer will contact you with this information to approve.
8. Final payment of the stone invoice is required. Please note, we hold this payment until your installation is complete and you have confirmed you are happy with the final look. After your confirmation, we will then pay the stone mason.
9. Installation of your bench top is completed.
10. Your designer will get in touch to confirm you are happy with your new bench top.

Glass Splashback Procedure

Once your bench top is installed, it is now time to get in touch with your designer to let them know you are ready for your glass splashback templating.

1. Contact your designer directly to let them know you are ready to go ahead with your glass site measure.
2. Confirm your glass choice (colour and finish) with your designer.
3. Pay the \$99.00 Site Measure Fee.
4. The glass supplier will contact you to book in your site measure date.
5. Site Measure occurs - Please ensure you are onsite during this and confirm any questions you may have with the supplier.
6. Glass supplier confirms with designer if any price adjustments due to slab size or changes during site measure. Your designer will contact you with this information to approve. Installation date is booked.
7. Final payment of the glass invoice is required. Please note, we hold this payment until your installation is complete and you have confirmed you are happy with the final look. After your confirmation, we will then pay the glass supplier.
8. Installation of your splashback is completed.
9. Your designer will get in touch to confirm you are happy with your new splashback.

WARRANTY

Warranty – Products supplied to you by eKitchens® or an approved supplier will under normal use be free from defects that may arise from manufacturing the product. Subject to the following terms and conditions listed below.

Commercial – Any application installed in a non-residential premise for example, high traffic areas such as but not limited to a restaurant, bar, office, educational, government institution, private business or retail outlet.

Product

- o Cabinets - Seven (7) years
- o 1mm ABS Edged Doors & Panels - Seven (7) years
- o Vinyl Wrapped Doors & Panels - Seven (7) years
- o Acrylic Doors and Panels - Seven (7) years
- o Painted Doors (Polyurethane) - Seven (7) years
- o Raw MDF Doors and Panels - Seven (7) years
- o Roller Shutters - Five (5) years
- o Compact Laminate Doors & Panels - Seven (7) years
- o Benchtops - Seven (7) years

What this warranty does not cover

This warranty does not extend to fair wear and tear, delamination or any other damage, defects, or failures of the product which (in eKitchens's opinion) directly or indirectly arise from or are due to, but not limited to the following:

- Water Damage - Includes damage from steam or excessive moisture; or
- Heat Damage - Placing hot pots, pans, or any other hot objects directly or indirectly on or near the products surface, or indirectly from cooktops, kettles, toasters or any other appliances; or
- Acidic food products – Exposing the product to acidic food products such as, citric fruit juices, vinegar, salt; or
- Colour and Gloss Variations – Any variations with the colour or gloss within the product including any replacements, or any fading or ageing of the colour, gloss or shine over time; or
- Imperfections – Any visual imperfections or blemishes on the product surface or edge more than the industry standards this includes, dimples, pimples, dents, creases, chips, scratches, and any surface irregularities which are not brought to your supplier's attention before the product has been cut, modified, or installed; or

- Chemical damage – Exposing the product to acidic or corrosive materials such as dyes, acetone, bleach, thinning agents, micro abrasive creams; or
- UV Damage – Exposing our products to excessive UV for example direct sunlight in and alfresco application unless the product specified otherwise; or
- Heavy weight or impact – Placing heavy options on the product; applying heavy weight to the product, including by standing, stepping, or lying on the product; or applying excessive impact caused by dropping or mishandling the product; or
- Failing to clean as recommended – You must follow cleaning instructions set out in our Care and Maintenance guide listed below; or
- Unauthorized Modifications – Any modifications to the product by anyone other than an eKitchens approved supplier.
- Incorrect Installation: Our products are to be installed meeting the Australian/New Zealand Domestic kitchen standards (AS/NZS 4386:2 1996)

Further, eKitchens® will not be liable for any loss or damage whatsoever and however arising from or in connection with the supply or removal of the Product, including (but not limited) to loss of profit, loss of contract, loss of revenue, loss of goodwill or increased cost in workings even if it's due to the negligence of EKitchens® or any other approved suppliers, employees, or agents.

If a product is found to be faulty or defect and is within the above warranty period and is not able to be fixed or repaired, then a replacement will be organized. This warranty does not extend to the removal or reinstallation of faulty or replacement products.

Commercial Use

If any of our products are to be used in a commercial application the warranty is for 12 months (1 Year) from date of purchase.

Validity

This warranty becomes valid only if eKitchens® have been paid for in full. Warranty is valid from date of when payment was made in full, warranty period does not recommence if a warranty claim is made.

Product Care & Maintenance

We recommend cleaning our products with mild warm soapy water and a dry cloth. If required, methylated spirits or a magic eraser can be used first to remove stubborn marks. Do not use other chemicals, harsh detergents, solvents and do not use abrasives such as steel wool, cream cleaners as they may damage the surface finish and or colour.