

CUSTOMER NAME	
CUSTOMER POSTCODE	DATE OF COMPLETION

BIKBBI MEMBER NO.

Validate this member at
www.bikbbi.org.uk
or call 0845 519 2007

To help me sign off your installation I will complete this form in full once the work is complete.
This form does not affect your statutory rights.

I feel that it is important that I show you around your new installation, so here's a simple checklist to assist this process. Please ensure you tick each section as 'checked' to confirm satisfaction and any items that are not applicable, tick the 'N/a' box.

<h2>1. Checklist</h2> <p>Carpentry / Misc Checked N/a</p> <p>Wall Units <input type="checkbox"/> <input type="checkbox"/></p> <p>Base Units <input type="checkbox"/> <input type="checkbox"/></p> <p>Cornice <input type="checkbox"/> <input type="checkbox"/></p> <p>Light Pelmet <input type="checkbox"/> <input type="checkbox"/></p> <p>Plinth <input type="checkbox"/> <input type="checkbox"/></p> <p>Upstand / Splashback <input type="checkbox"/> <input type="checkbox"/></p> <p>Worktops <input type="checkbox"/> <input type="checkbox"/></p> <p>Appliances Checked N/a</p> <p>Cooker / Range <input type="checkbox"/> <input type="checkbox"/></p> <p>Fridge / Freezer <input type="checkbox"/> <input type="checkbox"/></p> <p>Dryer <input type="checkbox"/> <input type="checkbox"/></p> <p>Electrical Sockets <input type="checkbox"/> <input type="checkbox"/></p> <p>Plumbing Checked N/a</p> <p>Sinks / Taps / Bath / Shower <input type="checkbox"/> <input type="checkbox"/></p> <p>Waste Disposal <input type="checkbox"/> <input type="checkbox"/></p> <p>Washing Machine <input type="checkbox"/> <input type="checkbox"/></p> <p>Iso.Valves & Stopcock <input type="checkbox"/> <input type="checkbox"/></p> <p>Tiling Checked N/a</p> <p>Walls <input type="checkbox"/> <input type="checkbox"/></p> <p>Floors <input type="checkbox"/> <input type="checkbox"/></p>	<h2>2. Legal Requirements</h2> <p>Electrical Work Undertaken Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, name of electrician:</p> <p>Scheme provider:</p> <p>Registration Number:</p> <p>Note to Customer: The scheme provider above will send you your electrical certificate in due course.</p> <p>Gas Work Undertaken Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, name of gas engineer:</p> <p>Gas Safe™ Registration No.:</p> <p>Installer Declaration I can confirm that the above information is correct and that all electrical & gas work has been completed by a competent and registered engineer(s) as per the information above.</p> <p>SIGNED: PRINT:</p> <h2>3. Remedial Work Requirements</h2> <p>Is a remedial visit required? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Stock reported? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <table border="1"> <tr> <td>DATE FOR DELIVERY</td> <td>DATE FOR REMEDIAL</td> </tr> </table>	DATE FOR DELIVERY	DATE FOR REMEDIAL
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4. Customer Satisfaction

How satisfied are you with the service provided by our installation team? ☹️ 😐 😊 😄

Considering everything, would you recommend me to friends & family? Yes - No-

FURTHER FEEDBACK:

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5. Sign Off

CUSTOMER SIGNATURE	INSTALLER SIGNATURE
PRINT NAME	PRINT NAME
DATE / /	DATE / /

12 Month Workmanship Guarantee

This certificate is your written guarantee for workmanship, supplied by me (your installer) as part of your standard installation. This certificate does not affect any guarantee / warranty offered by the retailer (if applicable), nor does it affect your statutory rights as a consumer.

Particulars

1. This guarantee is provided by me (your installer) in relationship to work carried out / project managed by me as part of a written agreement
2. Your installation is guaranteed against defects resulting from faulty workmanship, for a period of 12 months from the date of completion (see date overleaf)
3. This guarantee does not cover general maintenance required as part of a normal installation (ie. Ongoing oiling of solid wood worktops / periodic adjustment of doors & drawers etc)
4. In the unlikely event you need to make a claim against this guarantee, please contact me in the first instance where I'll be happy to remedy the issue within a reasonable time period
5. We will not remedy any defect / fault that is as a result of:
 - i. General neglect or improper maintenance of the installation
 - ii. Abuse
 - iii. Alterations
 - iv. Accidental Damage
 - v. Or items that have been altered modified in any way
 - vi. This guarantee does not extend to consequential loss
6. This guarantee does not apply to gas or electrical appliances, as these are subject to manufacturers warranties – detail of which can be found within your user manual

Customer Service Information

If you wish to provide feedback relating to your installation experience, The British Institute of Kitchen, Bedroom & Bathroom Installers (BiKBBI), for which I am a professional member of, would like to hear from you. You can provide feedback via two formats:

Customer Feedback
BiKBBI, Riverside Business Centre,
Fort Road, Essex, RM18 7ND

email:
feedback@bikbbi.org.uk

Please remember to include your contact details and my BiKBBI membership number which can be found overleaf.

HOUSEHOLD EMERGENCIES

- Smell GAS:** Call the Gas Emergency Helpline on **0800 111 999** immediately, do not switch on/off any lights, or light any flames. If it is safe to do so, isolate your home gas isolation valve and leave the premises immediately.
- Electric Issue?** Please contact me in the first instance – isolate the electric supply at your fuse board if it is safe to do so.
- Water Issue?** Please contact me in the first instance – isolate the water supply under the affected appliance, or via the mains stopcock if it's accessible. Please use a container / towels to help reduce damage if practical.

Thank you for your custom

Please retain this certificate as part of my standard 12 month workmanship guarantee.

This document is produced by the BiKBBI for exclusive use by current BiKBBI members.

To validate this installers membership credentials, please visit the website www.bikbbi.org.uk quoting their membership number, or email info@bikbbi.org.uk

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