

Richmond

●●●●● FURNITURE



WELCOME TO RICHMOND
Great British Furniture Since 1987 

Richmond Furniture Ltd, Regent House,
Hadfield Industrial Estate, Waterside,
Hadfield, Glossop SK13 1BS

t: 01457 767000
e: info@richmond-furniture.co.uk
w: www.richmond-furniture.co.uk



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WELCOME

A warm welcome to Richmond Furniture.

With 36 years experience working in partnership with the UK's Private Developers, Trade Merchants, Public Sector Clients, Purpose Built Student Accommodation Providers, Built To Rent Specialists and Retailers – you are in safe hands.

We are a privately owned British manufacturer of fitted furniture. We manufacture right here in the UK from our 90,000 square foot facility in Hadfield, Derbyshire, some 13 miles from Manchester. The importance of reliable supply has never been more critical.

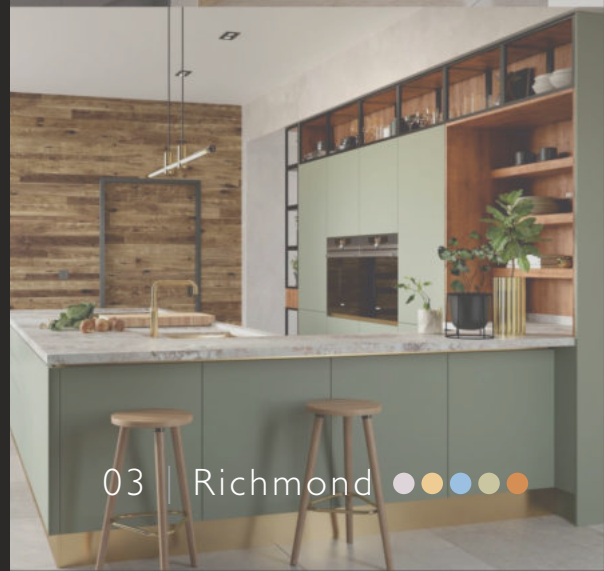
We have developed a reputation for producing goods of quality backed with first class service support. A brand trusted by our customers, a brand with a long and rich history.

What is most important to us is that we develop a reliable but personalised service for our customers, this starts here with our 'Welcome to Richmond' brochure.

Richmond Furniture - 36 years of doing what we say we will.

The Richmond Directors

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FACTS AND FIGURES

BOARD TO BOX...AND DOORS

At Richmond Furniture we are a true furniture manufacturer converting raw board to fully installed quality furniture pieces.



FOUNDED
1987



120 STAFF
MEMBERS



90,000 SQ FT
FACTORY



SHOWROOM



TRAINING
HUB



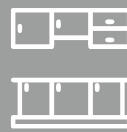
CABINET
MANUFACTURE



50 KITCHENS
PER DAY



50,000 PANELS
WEEKLY



110,000 UNITS
ANNUALLY

6

6 FURNITURE
BRANDS



Richmond

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Great British Furniture Since 1987 

THE BRANDS

INFINITY

BY RICHMOND FURNITURE

Our new brand Infinity is for the High Rise Residential and Build to Rent. Our outstanding range of furniture is backed by best in class service. To put it simply, no one is better than us at getting the job done. Experience truly matters.

REGENCY

BY RICHMOND FURNITURE

Regency are a proud supplier to the UK's premium House Builders, supplying 5-star kitchens throughout the UK. All of our products are sourced and manufactured within the UK. A design lead brand that never stops innovating.

PURITY

BY RICHMOND FURNITURE

Over many years, we have served Trade Merchants and Retail whilst carefully developing our kitchen ranges and our service offers to suit the sector and it's customers. Quality products at the right price, point delivered to tight time frames.

LIBERTY

BY RICHMOND FURNITURE

Our customers love the freedom of choice with our Liberty brand; any colour, any size and any where. Liberty serves Student Living and Special Project markets. We excel in the delivery of complicated projects in a very uncomplicated way.

EIGHTY

BY RICHMOND FURNITURE

Eighty7 is our brand for the Public Sector and Affordable Housing Sector. Proud holders of both the ISO9001 and ISO14001 accreditation. For more than 35 years we have ensured quality and sustainability is our priority. The brand you can trust.

NATIONAL CONTACTS

National Sales Manager Norrie Macleod

e Norrie.Macleod@richmond-furniture.co.uk

t 07467 822941

Installation Co-Ordinator Joe Hibbs

e Install@richmond-furniture.co.uk

t 01457 767000

Sales Order Processing Andrew Gough

e Orders@richmond-furniture.co.uk

t 01457 767000

Customer Care Andrew Gough

e Customer.Care@richmond-furniture.co.uk

t 01457 767000

Design & Estimating Andrew Davies

e Estimating@richmond-furniture.co.uk

t 01457 767000

Credit Control Department Diane Bowker

e Credit.Admin@richmond-furniture.co.uk

t 01457 767000

ESCALATION CONTACTS

Customer Service Manager Giselle Harvey

e Giselle.Harvey@richmond-furniture.co.uk

t 01457 767050

Operations Director Lewis Tootell

e Lewis.Tootell@richmond-furniture.co.uk

t 01457 767 000

Sales Director Jim Bebbington

e Jim.Bebbington@richmond-furniture.co.uk

t 07467 753305

LITTLE EMERGENCIES

There are of course occasions when you may need to escalate beyond our main contacts, if this becomes necessary, then please use the contact details below.

ALL SALES & ESTIMATING ISSUES

Jim Bebbington

e Jim.Bebbington@richmond-furniture.co.uk

t 07467 753305

ALL SERVICE ISSUES

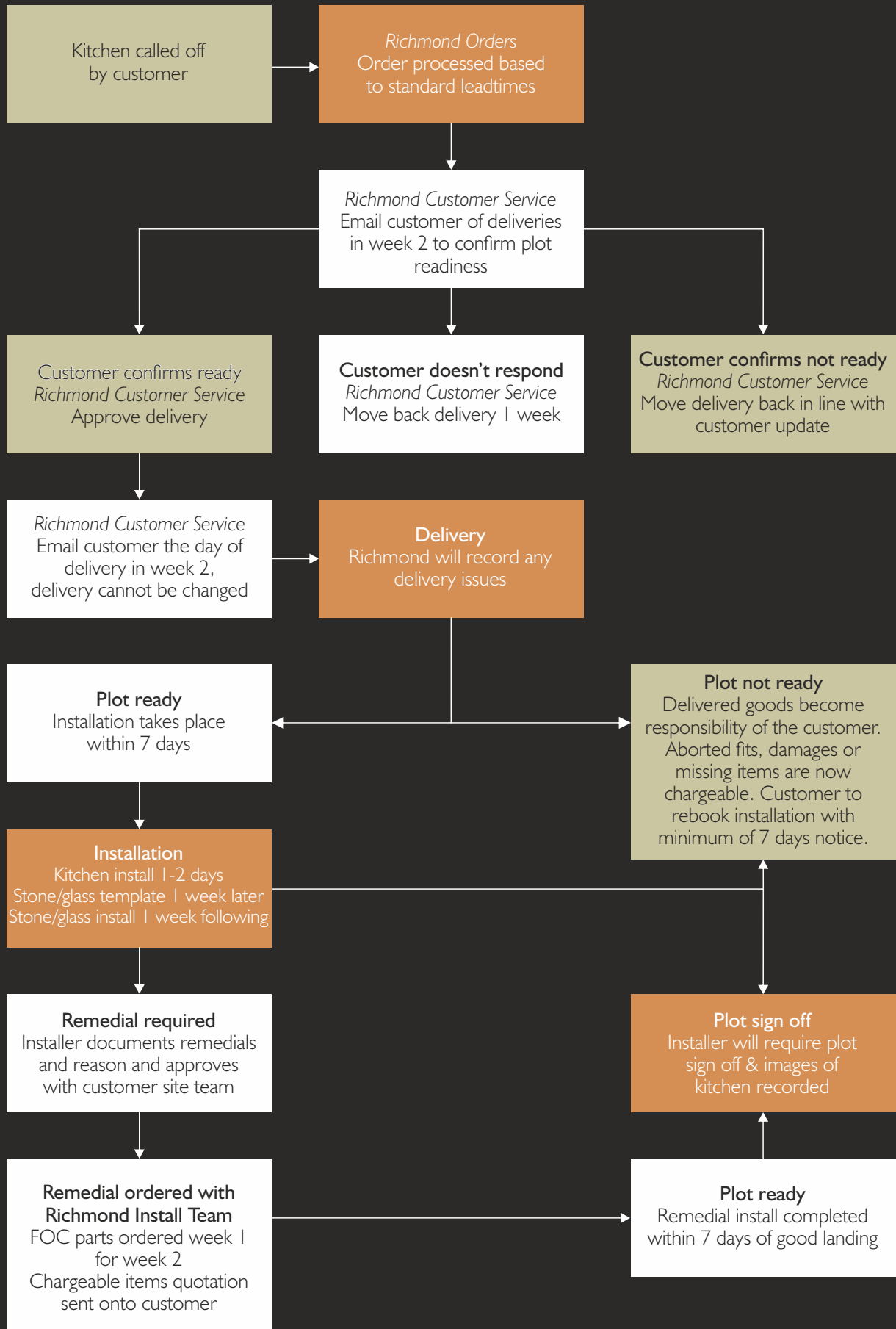
Lewis Tootell

e Lewis.Tootell@richmond-furniture.co.uk

t 07736 836301



CALL OFF & INSTALLATION PROCEDURE



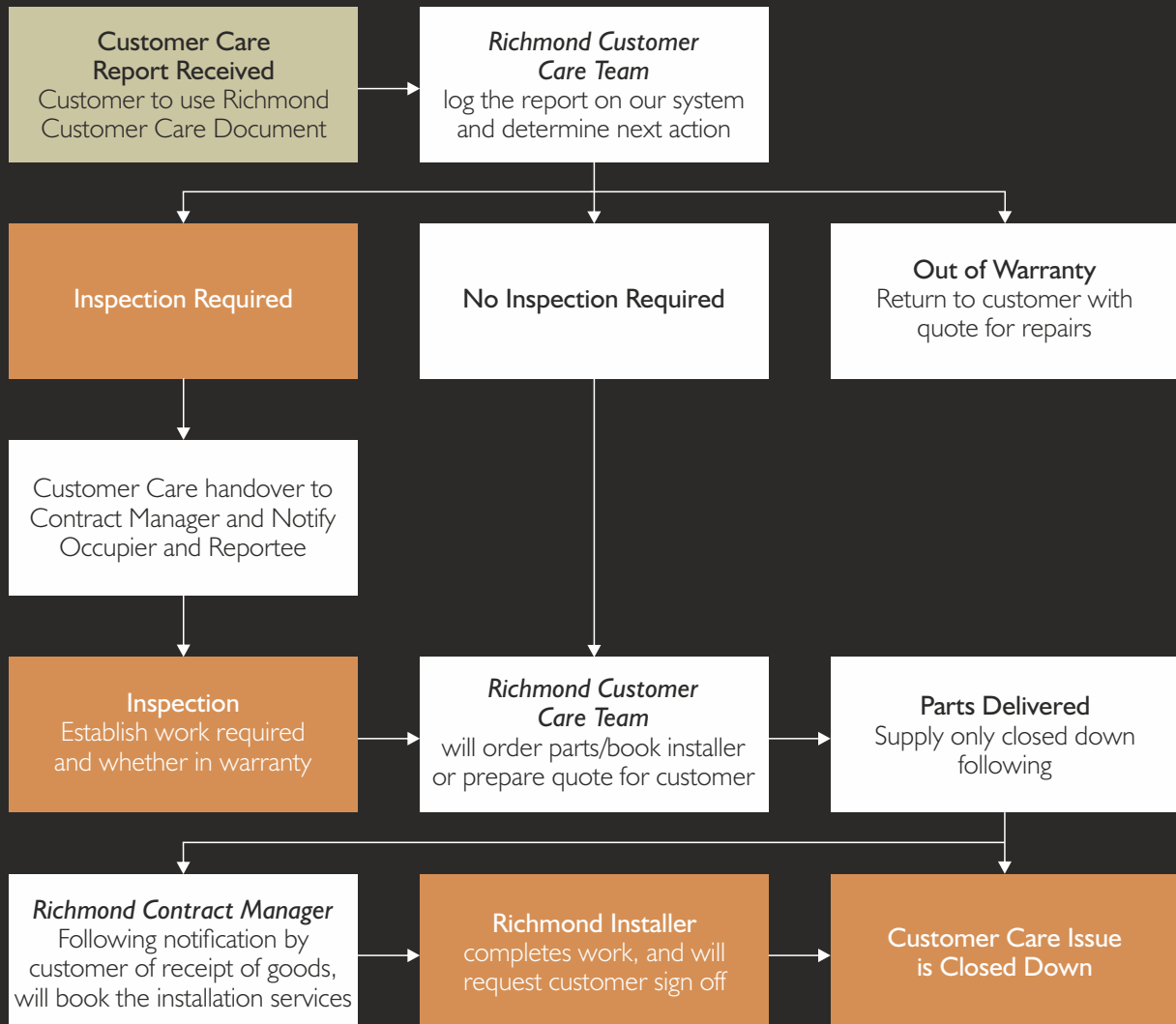
RICHMOND CALL OFF & DELIVERY DATES 2025

Call offs must be received before Wednesday 12pm in week 1.

	KITCHEN CALL OFF	DELIVERY CAN BE EXPECTED
JANUARY	WC 06 JANUARY WC 13 JANUARY WC 20 JANUARY WC 27 JANUARY	ANYTIME WC 27 JANUARY ANYTIME WC 03 FEBRUARY ANYTIME WC 10 FEBRUARY ANYTIME WC 17 FEBRUARY
FEBRUARY	WC 03 FEBRUARY WC 10 FEBRUARY WC 17 FEBRUARY WC 24 FEBRUARY	ANYTIME WC 24 FEBRUARY ANYTIME WC 03 MARCH ANYTIME WC 10 MARCH ANYTIME WC 17 MARCH
MARCH	WC 03 MARCH WC 10 MARCH WC 17 MARCH WC 24 MARCH WC 31 MARCH	ANYTIME WC 24 MARCH ANYTIME WC 31 MARCH ANYTIME WC 07 APRIL ANYTIME WC 14 APRIL ANYTIME WC 21 APRIL
APRIL	WC 07 APRIL WC 14 APRIL WC 21 APRIL WC 28 APRIL	ANYTIME WC 28 APRIL ANYTIME WC 05 MAY ANYTIME WC 12 MAY ANYTIME WC 19 MAY
MAY	WC 05 MAY WC 12 MAY WC 19 MAY WC 26 MAY	ANYTIME WC 26 MAY ANYTIME WC 02 JUNE ANYTIME WC 09 JUNE ANYTIME WC 16 JUNE
JUNE	WC 02 JUNE WC 09 JUNE WC 16 JUNE WC 23 JUNE WC 30 JUNE	ANYTIME WC 23 JUNE ANYTIME WC 30 JUNE ANYTIME WC 07 JULY ANYTIME WC 14 JULY ANYTIME WC 21 JULY
JULY	WC 07 JULY WC 14 JULY WC 21 JULY WC 28 JULY	ANYTIME WC 28 JULY ANYTIME WC 04 AUGUST ANYTIME WC 11 AUGUST ANYTIME WC 18 AUGUST
AUGUST	WC 04 AUGUST WC 11 AUGUST WC 18 AUGUST WC 25 AUGUST	ANYTIME WC 25 AUGUST ANYTIME WC 01 SEPTEMBER ANYTIME WC 08 SEPTEMBER ANYTIME WC 15 SEPTEMBER
SEPTEMBER	WC 01 SEPTEMBER WC 08 SEPTEMBER WC 15 SEPTEMBER WC 22 SEPTEMBER WC 29 SEPTEMBER	ANYTIME WC 22 SEPTEMBER ANYTIME WC 29 SEPTEMBER ANYTIME WC 06 OCTOBER ANYTIME WC 13 OCTOBER ANYTIME WC 20 OCTOBER
OCTOBER	WC 06 OCTOBER WC 13 OCTOBER WC 20 OCTOBER WC 27 OCTOBER	ANYTIME WC 27 OCTOBER ANYTIME WC 03 NOVEMBER ANYTIME WC 10 NOVEMBER ANYTIME WC 17 NOVEMBER
NOVEMBER	WC 03 NOVEMBER WC 10 NOVEMBER WC 17 NOVEMBER WC 24 NOVEMBER	ANYTIME WC 24 NOVEMBER ANYTIME WC 01 DECEMBER ANYTIME WC 08 DECEMBER ANYTIME WC 15 DECEMBER
DECEMBER	WC 01 DECEMBER WC 08 DECEMBER WC 15 DECEMBER	ANYTIME WC 05 JANUARY ANYTIME WC 12 JANUARY ANYTIME WC 19 JANUARY

On the rare occasions that demand is greater than capacity we will make you aware of any impact to your lead times at order placement or earlier.

CUSTOMER CARE PROCEDURE



CONFIRMATION PROCEDURE

At Richmond Furniture we are turning our attention to a number of service initiatives to explore opportunities to improve both cost and service to our valued customers. Our new delivery schedule initiative includes a Week 2, Week 3 & Week 4+ confirmation notice. This will help reduce: aborted delivery costs, aborted Installation costs whilst reducing damages & theft.



WEEK ONE

NO ACTION REQUIRED

We are no longer able to amend the Week 2 scheduled deliveries.

The email provided by us is simply to confirm the day of delivery.



WEEK TWO

ACTION REQUIRED

We require confirmation that you are ready for the Week Commencing delivery date confirmed.



WEEK THREE

NO ACTION REQUIRED

We do not require your acceptance of these deliveries at this time. The email simply confirms all scheduled deliveries.

Each week our customers receive an automated delivery schedule confirming all orders we have for them, in our system.

Week 2 Delivery Schedules

ACTION REQUIRED When the Week 3 scheduled deliveries are issued we require confirmation that our customers are ready for the Week Commencing delivery date confirmed. If Richmond do not receive positive confirmation by Thursday 12 noon of the week of issue, the orders will automatically be delayed by 1 week.

Week 3 Delivery Schedules

NO ACTION REQUIRED At this stage we can no longer amend the Week 2 scheduled deliveries. These will now be in production following our customers previous acceptance of delivery. The Week 2 schedule is simply to confirm the day of delivery.

Week 4+ Delivery Schedules

NO ACTION REQUIRED We do not require your acceptance of the scheduled deliveries confirmed as Week 4+. This is to make our customers aware of all other scheduled deliveries in our system for their sites. We know our customers will make use of the information on all the scheduled delivery details.

CONFIRMATION PROCEDURE

Typical example of our confirmation e-mail

Dear Customer,

IMPORTANT ACTION FROM YOU REQUIRED

Delivery and Installation Schedule Shown Below

Please note that should your order have installation, this will begin immediately following the delivery, up to a maximum of 7 days after delivery of goods. All plots called off for delivery should be delivered to plot, and ready for install when delivered to avoid abortive or additional costs. Please push back the delivery if this is not possible, and refer to our T&Cs for more details.

Customer Name:

Site Name:

DEFINITIONS

Week 2 Delivery & Installation Schedules – NO ACTION REQUIRED - We are no longer able to amend the Week 2 scheduled deliveries. All are now in production following your previous acceptance of the schedule, this email is simply to confirm the day of delivery.

Week 3 Delivery & Installation Schedules – ACTION REQUIRED - We require confirmation that you are ready for the Week Commencing installation date confirmed. If we do not receive positive confirmation by Thursday 12pm of this week, your orders will automatically be delayed by 1 week. It will not be possible to pull delivery dates forward once we have taken this action.

Week 4+ Delivery & Installation Schedules – ACTION REQUIRED

WEEK 2 DELIVERY SCHEDULE

Delivery Status	Week No.	Date Due	Plot	Order Type	Customer Order No.	Order No.
FIXED	2	25-Oct	PL100	KIT	10000	111

WEEK 3 DELIVERY SCHEDULE

ACTION REQUIRED BY CUSTOMER

PLEASE CONFIRM ACCEPTANCE OF DELIVERY DATES BY THURSDAY 12 NOON BY E-MAIL. NO DELIVERIES WILL TAKE PLACE WITHOUT YOUR APPROVAL. IF NO RESPONSE THE DELIVERY DATE WILL BE DELAYED BY ONE WEEK.

Delivery Status	Week No.	Week Commencing	Plot	Order Type	Customer Order No.	Order No.
Option	3	30-Oct	PL200	KIT	10001	112

WEEK 4 DELIVERY SCHEDULE

ACTION REQUIRED

Delivery Status	Week No.	Week Commencing	Plot	Order Type	Customer Order No.	Order No.
Option	4	06-Nov	PL229	KIT	10002	113

Please refer to our terms and conditions for more specific information relating to our delivery service.

We would however draw your attention to the following:

- In the event our delivery is stored in an alternative plot OR unfinished kitchen area or alternate room within the property but not the kitchen or room adjacent to the kitchen - these goods become the sole responsibility of the customer.
- Security on site for all delivered goods is the responsibility of the customer.
- Our delivery team require clear and safe access from the delivery vehicle to the plot, failed delivery charges may apply if this is not possible.
- Failed deliveries are subject to a redelivery & storage charge.

Kind Regards,

The Richmond Customer Service Team

FREQUENTLY ASKED QUESTIONS

Leadtime? Order week 1, for delivery in week 4

How do I call off a kitchen? Using the Richmond Call Off Form provided by Richmond Sales Manager.

Can I move a delivery? Richmond operate a positive confirmation system. We will email you a copy of your kitchen deliveries 2 weeks prior to delivery to confirm your acceptance. The delivery will not take place without your acceptance.

What If I want to move it after this? Furniture goes into the production cycle approximately 7-9 days prior to delivery, and therefore we cannot remove products from this process once a customer has confirmed delivery at the 2 week prior point in time.

What if I'm not ready at delivery? If a plot isn't going to be ready to install on delivery, ownership of goods then passes to the customer. We strongly recommend you take steps to protect the product, and confirm goods matches delivery note. We ask you contact your Richmond Contract Manager as soon as possible, so we can abort any booked fits.

How soon after is installation? Installation within 7 days of delivery.

What about Solid Surface? Solid surface template 7 days following installation. Solid surface installed 7 days following template.

How do you deal with Remedials? Installers document remedials, and ask for your agreement on these on Richmond Handover Form. This is sent to the office, and customer service order remedials in week 1, for delivery in week 2.

What if I have a design change? Once ordered, if there is a design change, this must be emailed to your Contract Manager and Richmond Sales Manager. Kitchens in production can't be changed.

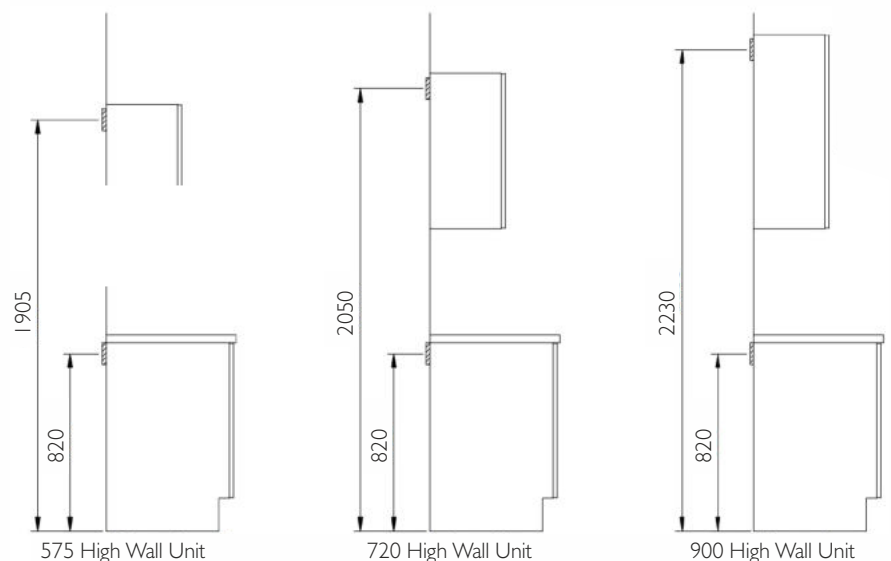
What are your Pattress / Noggin Positions? See diagram below.

Pattress Positions

On all Richmond Furniture Installations, we ask that a customer provides pattresses, or noggins in the walls to fix into. Richmond are unable to install units without the pattresses in the walls. Full details on installation requirements are included in the prestart.

It is recommended that a pattress height of minimum 100mm be used. Dimensions stated are to the centre of the pattress. Pattress positions suitable for S1, S2, S3 & S4 cabinet types. All dimensions showed in mm.

Pattress Position for Wall Fixings



DOCUMENTATION CALL OFF SINGLE PLOT

Customer Service or a Sales Manager will email you this document

Richmond Call Off Form
Single Plot Call Off
orders@richmond-furniture.co.uk
01457 767000

Richmond
FURNITURE

Company: Site Address:
Site Name:
Site Manager:
Tel: Special Instructions:
Email:

Plot No:	I
RFL Drawing Ref:	2103488A
House Type:	Type G
Date Required: <i>Order WK1 - Del WK4</i>	14/01/2024

Plot No:	
RFL Drawing Ref:	
House Type:	
Date Required: <i>Order WK1 - Del WK4</i>	

Cut off for orders is Wednesday 12pm

KITCHENS	Handing: AS/OP	AS
	Range & Fascia Colour:	Touch Graphite
	Feature/Accessory Colour:	Touch Graphite
	Worktop Colour:	Lima Surf
	Sink/Tap Option:	As shown
	Handle Choice:	H125

KITCHENS	Handing: AS/OP	
	Range & Fascia Colour:	
	Feature/Accessory Colour:	
	Worktop Colour:	
	Sink/Tap Option:	
	Handle Choice:	

UTILITY	Handing: AS/OP	N/A
	Range & Fascia Colour:	N/A
	Feature/Accessory Colour:	N/A
	Worktop Colour:	N/A
	Sink/Tap Option:	N/A
	Handle Choice:	N/A

UTILITY	Handing: AS/OP	
	Range & Fascia Colour:	
	Feature/Accessory Colour:	
	Worktop Colour:	
	Sink/Tap Option:	
	Handle Choice:	

Plot Specific Instructions (extra/upgrade):

Plot Specific Instructions (extra/upgrade):

Call Off Completed By: Date:



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Customer Service or a Sales Manager will email you this document

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DOCUMENTATION

OCCUPIED PLOT CUSTOMER CARE FORM

Customer Care - Occupied Lot
aftercare@richmond-furniture.co.uk
01457 767000



For all occupied plots that require remedial parts, or activity, please complete the information below, provide images and email to aftercare@richmond-furniture.co.uk

Site Details

Builder Name:
Site Name:
Site Contact Name:
Site Contact Number:
Site Contact Email:
Site Plot Number:
Occupation Date:

Customer Details for the Occupied Plot

Name:
Telephone: Mobile:
Email:
Current Address:
Postcode:

Delivery Details

Deliver Parts to:
Contact End Customer/Site:
Chargable or FOC: Chargable ☐ FOC ☐ Supply & Fit: Yes ☐ No ☐

Task	Reason



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RICHMOND WARRANTY STATEMENT

PRODUCT GUARANTEE

Richmond takes every care when manufacturing furniture to ensure that products are produced to a high standard, and we are confident that the look and use of our products will continue for many years. However, should you discover a defect in any of our products within two years of the product being delivered to you, we will carry out an investigation and replace any defective components free of charge.

REQUIREMENTS

The furniture has been correctly designed, installed, and maintained and is located in the UK;

- You notify us in writing as soon as reasonably practical (and in any event within 28 days) after discovery of the defect (enclosing a dated proof of purchase) and permit our representatives to safely inspect the furniture;
- The furniture has not been repaired or altered by any person not authorised by us.
- The furniture has not been used on a commercial basis.
- Proof of purchase is retained for the lifetime of the guarantee.

This guarantee covers any replacement components, which are covered by the remaining period of the original guarantee only. A separate guarantee period is not created for the replacement products as a result of their supply to you.

We reserve the right to substitute materials of a similar type if the materials or components requiring replacement are not readily available or are discontinued.

Electrical goods, worktops, sinks and taps (plus any other product for which a third party guarantee is provided) are covered by a separate product guarantee, provided by the manufacturer of these products.

The guarantee is conferred upon the original purchaser of the products, and cannot be transferred to another person.

EXCLUSION

The guarantee does not include:

- General wear and tear or alteration.
- Scratches on gloss or painted finishes and other components arising from everyday use.

- Repair or installation by a person not authorised by us. Misuse, damage or negligent use.
- Failure to follow our guidelines concerning maintenance.
- Commercial use of products.
- Export from the United Kingdom without agreement.

Some component parts are made from natural materials, some are man-made to replicate natural materials, and they may change in the ordinary course of their lifespan. This may affect the look and feel of the products, and as such are not considered defects, and include without limitation:

- Slight difference in the colour as materials often reflect light differently.
- Woodgrain patterns on manufactured or natural products that are not uniform.
- Product that's have mellowed or changed colour in sunlight.
- Products that have failed as a result of ingress of moisture.
- Products that have failed due to excessive heat.

The above guarantee is in addition to and does not affect your statutory rights.



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