SOP KITCHEN SECTION

INFORMATION

- Site Visit Charges outside Tri-city – INR 5000-10000, Tr-city - INR 2000 (Drawing + Measurements) (Paytm is preferred)
- Kitchen Starting Price INR 4-6 lacs on an average as per past record data. We do not do slab kitchens.
- SALES/OPERATIONS Team from BSS BANSAL MODULAR KITCHENS N WARDROBES – 7087011449/ 7087218375 (Whatsapp communication is preferred as sometimes call may not be picked up due to rush hours)
- Procedure - Share your (Sizes) at bansalsanitary.kitchens@gmail.com or Whatsapp 7087011449/ 7087218375
- 7-15 days for processing the same (Drawing and further Discussion)

WARRANTY & SERVICES

- After Finalization, BSS Teams gives
  - Electrical / Plumbing / Gas points
  - 2D Drawings as per 3D plan (3D is only Dummy) when site is finally ready and inspected
  - Also all the things are shared via whatsapp group or by mail (Costing detail with hardware, Color Shade card etc) to be acknowledged by the customer via whatsapp group or email
- Any extra service or visit by technical person is on chargeable basis as per actual after final handover at site.

PAYMENT TERMS

- 18% GST applicable
- Advance 50 % Against Booking Time & 30% before Production & 20% Inspection before delivery from FACTORY (MUST)
- Payment receipt is must

RETURN POLICY

- There may be few items in Hardware which keep on getting discontinue, so in that case we shall use the best equivalent Alternative Option

SOP KITCHEN SECTION

DISPATCH

- Freight Loading unloading Charges Extra As Actual
- We are not responsible for any breakage,Damage due because of Misuse, mishandling and damage when unloaded at site of client
- Delivery within 5-8 weeks when finalized all drawing and finishes and Site Work Complete. Client gets a call from Factory to inspect the kitchen/Wardrobe at the Factory (As later it gets very difficult to work at site)
- Ware House Charges Will Apply If You Don't Pick Up Your Kitchen On Time (1 Week after it is ready) (@1000 Per Day) (Mutual Understanding)

INSTALLATION

- MUST - At The Time Of Installation of Boxes,Sink,Tap,Chimney,Hob,Ro,Dishwasher Should Be there at Site
- Appliances, Sink, Top Ply (15 mm or 20 mm - Same as per thickness of Pathar) & Civil Work is not included in this Quotation
- Installation will be done in 2 parts for kitchen - Lower boxes will be installed first & later the upper boxes shall be installed. (Time gap between both 7 to 30 days depending on the schedule in the factory)
- Kindly note incase the lower boxes are not installed at site due to any reason, example: if the top ply was not at site or sink was not at site our team shall move out of the house & the customer needs to contact the BSS kitchen supervisor again. (Time gap variation will be 7 to 30 days depending on the schedule in the factory)

MUTUAL UNDERSTANDINGS

- Any alteration and modification will be charge extra (process time - 7 to 45 days)
- Also for outstation site; stay and food of labour shall be provided by the client as per convenience
- All Disputes Will Be Subject to Chandigarh Jurisdiction.
- Client is suppose to inform our Factory Supervisor 9779245526 (Payment + Dispatch Status In charge) 2 months prior before they want the final kitchen/Wardrobe at site
- Whatsapp communication is preferred as sometimes call may not be picked up due to rush hours

Site Visit Charges and Drawing Finalization (7-15 Days) More incase of wardrobes (15-30 Days) → Electrical and Plumbing/ Gas points tobe given by BSS (7-15 Days) → Delivery within 30-60 days when finalized all drawing and finishes and site work complete → Installation date 24+/- 5 days and number of concerned person shall be given by BSS team Exact dates are never possible to give After installation the customer needs to sign a customer feedback form for successful installation

1) 10-15 days 2) 7-15 days 3) 30-60 days 4) 3-5 days

Total Turnaround time (Production + Installation) (60+5) = 65-70 days process after site is ready

BANSAL SANITARY STORE

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