

**To ensure the installation of your sliding wardrobe is successful and to your satisfaction, we ask that the below questionnaire is completed and sent back to [Costco@hdhc.com](mailto:Costco@hdhc.com) along with your order form, image of the space and confirmation of measurements. Once these have been received one of our customer support team will be in touch to finalise your details and start the production of your order.**

- You agree to make us aware during the virtual survey of any parking restrictions or any obstacles (such as stair and lift access) which might restrict the delivery and installation of your sliding wardrobe.
- You agree the fitter can have access to the site at reasonable times (between 8.30am and 6.30pm on weekdays) or otherwise as agreed by you and us.
- You agree that you understand what you have purchased is not a modular wardrobe and does not come with any backing or carcass, inside the walls will look much as they do now.
- You agree to make sure that any re-routing or installation of plumbing (including water, radiators, drainage, gas, sewage and the like), or electrics, removal of existing furniture and carpets have been carried out to a good workman-like standard prior to the fitting date – Our Installers will not do any of the above.
- You agree to make sure that the fitter can use the mains electricity supply from a standard 13A 240V socket free of charge and that the supply is installed to the usual standards in force at the time.
- You agree to provide reasonable access to the room to be fitted (ladder access is not acceptable) to clear the room to provide sufficient working space for the fitter (this includes the removal of any existing wardrobes). Working with us to reduce health and safety risks to acceptable level.
- You agree to allow the installers to cut into the skirting boards at the bottom and/or coving at the top if necessary.
- You agree that if you wish to postpone your fitting date, we require a minimum of 7 working days prior to the agreed installation date.
- You confirm that you have told us of any particular features which you know about the site or its construction which may make the installation more difficult than we might reasonably expect. In particular, you acknowledge that you have checked the walls are sound and have noted any angled ceiling sections (providing images were possible).
- You agree you will not make any material alterations to the rooms in which the product is to be installed after the virtual survey prior to the agreed install date. Specifically, the installation, relocation or removal of any fixed items (such as skirting board and dado rails) which may affect a sliding wardrobe installation are prohibited. Variances to this in relation to a wider schedule of works should be agreed and documented at the point of virtual survey.
- You agree not to decorate rooms (except the space where front frame furniture is to be installed) prior to installation, in order to avoid minor incidental damage caused during installation.