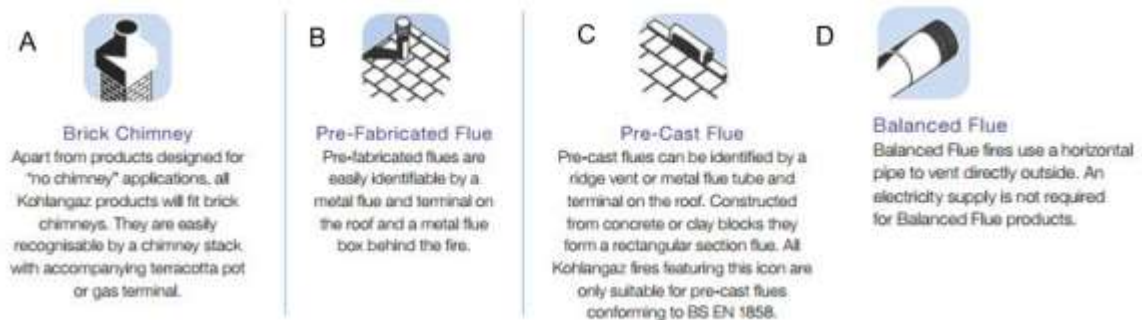


## Your Fireplace Journey starts here.....

When it comes to choosing a new fire for your home it may not be as straight forward as installing the one you like. Ahead of picking the style, it is important that you first determine the type of fireplace that will be suitable for your property.

Essentially this comes down to the type of chimney and flue your home has as choosing a fireplace is not a one size fits all approach.

The style and size of a chimney can really influence the type of fireplace you will end up with, so it is an important first step to know what you are dealing with before making any decisions



If a property does not have a chimney, it does not necessarily mean that having a fireplace is not an option. While an electric fire is always an option as they do not require a chimney there are other options such as a new external twin wall flue system or a Flueless Gas fire

## The next steps.....

Before we can book you in for a survey we require a few things from you first, and the more information you can provide will allow our team to make an accurate assessment & estimate

Please can we ask you to email [surveys@westcountryfires.co.uk](mailto:surveys@westcountryfires.co.uk) with the following information and images;

1. Confirmation of your address, postcode and best contact details.
2. A photo of your existing fireplace; chamber and chamber side or the area you would like your fire or stove to go.
3. Photos of the room in which your fire place sits, giving us an idea of the room profile, the area you are looking to heat and the space available for the fire place perspective.
4. If applicable, and accessible, a photo of the bottom of your chimney from inside the chamber facing up the chimney.
5. Photos of your chimney from outside your home, helping us to gauge the access and the equipment that will be required. Please include a shot of the chimney pot and chimney stack where applicable.
6. Dimensions of your chamber and approximate dimensions of your room.
7. Location of gas meter / Gas point or closest electrical point( if applicable)
8. And Finally a brief outline of your desired end goal

Once we receive all this information, we will speak to our technical team and look to provide a rough estimation, once you are happy to proceed, we will look book you in for a site survey which is £60 including VAT. If you are out of our local area then there may be additional charges relating to travel.



## Our Full Installation process and payment schedule is

- Request full location details including location address
- Qualification as to if you are out of our area
- Understand your Product fitting requirement
- What are you looking to achieve in terms of an end design achievement
- We email you our survey document
- We request you to send photos
- We send you an outline installation estimate
- We arrange an onsite survey date and time
- We receive your £60 survey Fee and any out of area additional charges
- We carry out your site survey
- We send you revised costings
- You review and accept our revised costings (if applicable)
- You sign our contract documentation which includes the written acceptance of our revised costings (where applicable)
- You sign our terms and conditions and our health and safety documentation
- You pay a 50% deposit of the cost of Installation
- We speak to our installer team and arrange an installation date
- 7 days prior to your installation date we request the balance payment of your installation.
- We advise you of receipt of your final payment and confirm the installation date / time
- We attend and complete your Installation
- We photograph your completed installation and carry out customer handover
- We ask you to sign off your installation on our Installation closure documentation.
- We issue you with your relevant body certification documents

**We really look forward to helping you achieve your dream fireplace, at a very competitive price!**