

KENT FLATPACK

Making your house a home. Step by step.



Welcome to Kent FlatPack!

We build flat-packed indoor and outdoor items for families across the South of England.

From Wardrobes to sheds, and trampolines to beds; if it's delivered in a box and a hundred pieces, we can build it for you.

We have been chosen by Plumplay to assemble your items. I thought it would be a great idea to introduce ourselves and what you can expect from us.

We work closely with PlumPlay to ensure the installation of your purchase goes as smoothly as possible.

We receive your booking details and check the delivery date just before contacting you. We understand that little ones will get excited when they see the boxes of toys and so we always aim to get the installation booked in as soon as possible for you.



When the installation date and time are confirmed, we will send you a confirmation email with everything you need to know - including a photo and introduction to the technician(s) who will be building your order.

On the day of your booking, we will send you a message when we are one hour away.



We will always aim to be as flexible as possible with dates/times. If you need to change your booking date/time, please give us as much notice as possible.

You can always call us on 0333 41 41 911 - 24 hours a day, seven days a week if you have any questions.

On arrival, our fully uniformed and friendly staff will get to work straight away. Please ensure that the parcels are left near to the build site and that the area is clear enough for us to work in.

We will also need to know before starting, where you would like the item positioned.



On completion, our team will take photos of the completed item(s) which helps us to ensure quality control of our work. You are welcome to fully inspect the item yourself.

We will tidy away and put all packaging back in the boxes. Unfortunately, we cannot take away these items.

Missing or faulty parts.

In the unlikely event that there is a missing or faulty part, we will inform Plumplay and arrange a replacement part on your behalf straight away.

Where possible, we will build as much of the item as we can while the replacement parts arrive.

When they have been delivered to you, we will arrange to return as soon as possible so that the little ones can enjoy the item.

There will never be an additional charge for our re-attendance for missing or faulty items.



All of our staff work methodically and keep a tidy work area when building your items. Please make sure that they are left to work without distractions such as pets or children. We want to make sure the installation goes as best as it can and so, please ensure disruptions are kept to a minimum.



Kent FlatPack Ltd

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Kent Flat Pack Ltd is a registered company in England & Wales.

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