



WOODSIDE

THE STAIR SPECIALISTS



YOUR JOURNEY WITH US

Introduction



At Woodside, we understand the importance of providing developers and architects with the tools and resources to bring their vision to life

We know that choosing the right staircase can be a difficult decision. Our team of experienced designers will work with you every step of the way to ensure that your project is completed successfully and on time.

We look forward to helping you!

Stage 1

VISUALISING THE STAIRCASE

To begin the process, all we need from you to get started is:

- Either plans or images of the space the staircase will be going in
- Images or a description of the style you are looking for
- Required specification

If you have a deadline for the project, please mention it when enquiring



If we need further details we'll be in touch before designing and quoting for your staircases. We aim to get your initial quotation and 3D visuals ready for you within five days of receiving all the information we need.

Once you receive the initial design, we can revise this until you get what's exactly right for the project. We know that sticking to a budget is important and are dedicated to providing a result to achieve this.

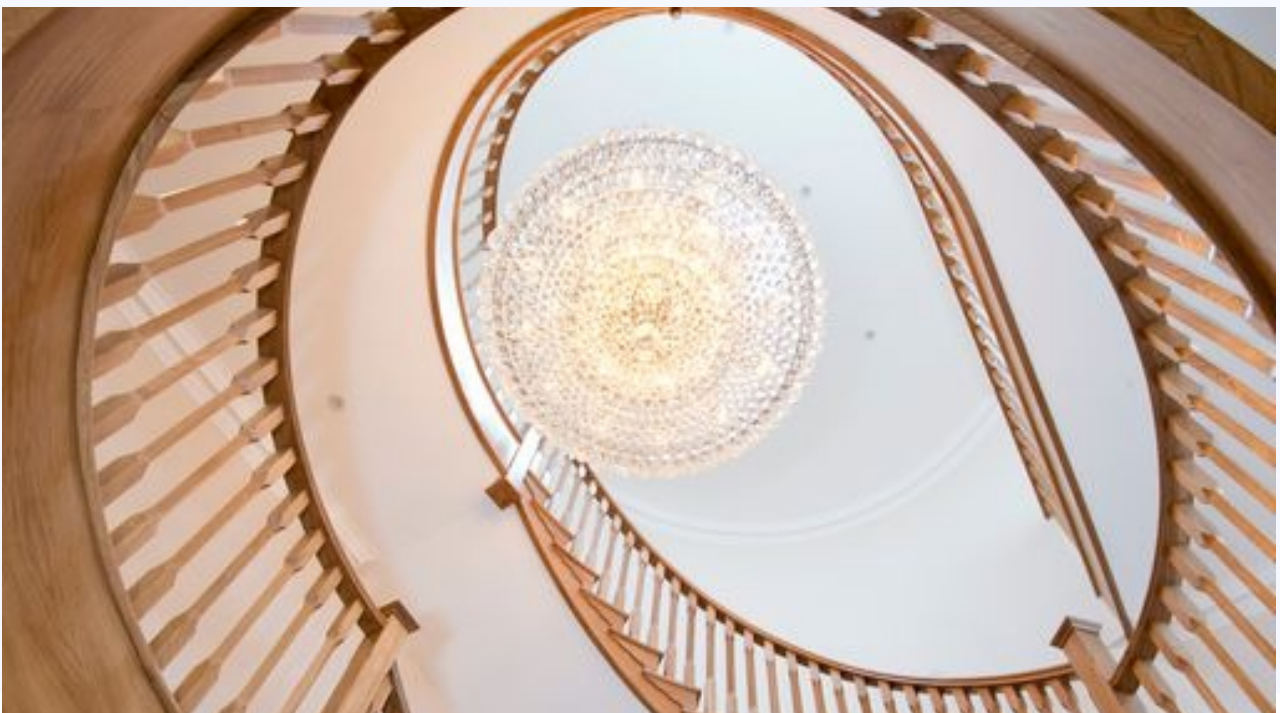
Stage 2

PLACING THE ORDER

Once you have agreed a design and are ready to place the order, please:

- Confirm your order via email
- Once we have received this confirmation, we will issue an invoice for the deposit (50% of the total order value)
- Only once we have received payment of this invoice will the order be formally confirmed.

Our lead times can vary anything between 6 and 12 weeks from payment of deposit, so if you are working to a tight schedule please confirm our current lead times before placing your order.



Stage 3

SURVEY AND SIGN-OFF

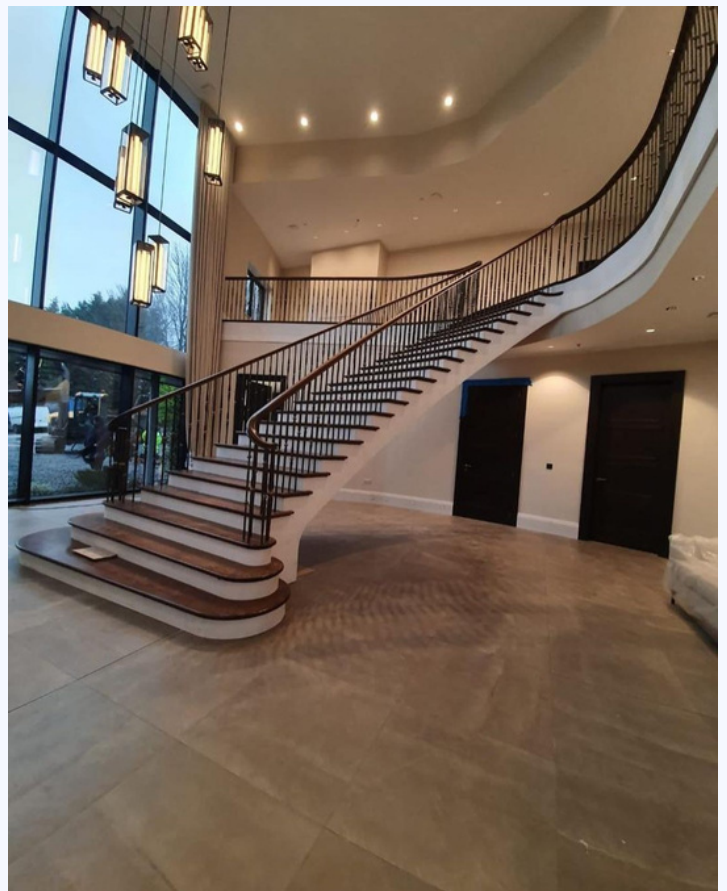
Once payment of the deposit has been received, our Surveyor will get in contact with you to arrange a suitable time and date for a site visit.

Whilst there they will measure up fully and discuss any further requirements with you.

If there are any samples you would like to see such as timbers, finishes or balusters please let us know before your survey date and we will arrange to bring them with us.

Following the survey, we will produce detailed sign-off drawings for you. During this stage there is still scope to make changes to the design, so please only approve your sign-off drawings when you are completely happy.

Once signed off, the staircase will go into production

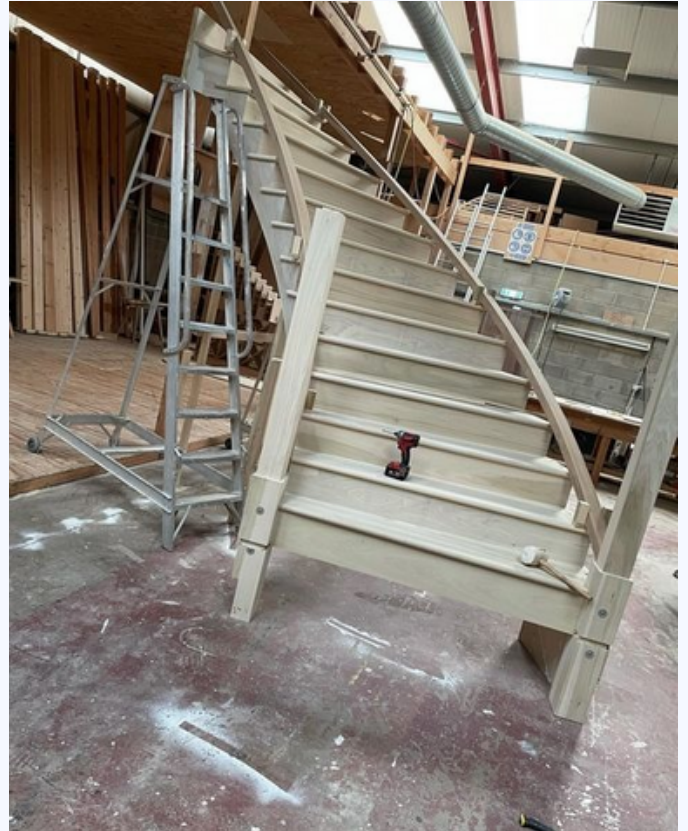


Stage 4

BRINGING YOUR STAIRCASE TO LIFE

With a team of knowledgeable joiners, machinists & finishers, we will execute your design with excellence at our South Wales workshop

We will complete a full dry-fit here for to ensure everything is perfect before disassembling again in order to transport to site.



If you have taken our optional finishing service, then we will apply our basecoats and polishes at this point.

Stage 5

BRINGING IT HOME

Roughly two weeks before we plan to come to site we will be in touch to confirm dates and access arrangements

It's at this point that you will be issued with your second invoice which is due on receipt and prior to coming to site

- If you have selected our supply-only service, the invoice for the remainder of your order value (50%) will be issued to you. All payments must be made before delivery can occur
- If you have selected our fitting service, then the invoice will be for the next 45% instalment, also due prior to us attending site.



The installation of a staircase could take anywhere from 24 hours to two weeks, based on the intricacy of the design and parts employed. We always strive to make sure you are wholly satisfied with the end result.

Stage 6

ADDING THOSE FINISHING TOUCHES

For simpler staircases, the process will be completed once the fitting is done; however, there are a few cases where we will need to return at a later date to finish everything.

When it comes to staircases with glass construction, our team takes precise measurements in-situ and provides these to our supplier for the fabrication process once the staircase is installed. Generally, delivery takes around three weeks from the time we submit the templates. To ensure the safety of your staircase while we await the arrival of glass balustrading, temporary balustrading made from MDF sheets will be installed.

If the hardwood components stained or polished by us, this will also require us to attend site once fitting is complete to apply the final coat and do any touching up required.



Stage 7

AND THAT'S A WRAP



Your staircase is now fitted, finished and the project is complete.

Once we have left site we will issue you with the final invoice for the last 5% of your total order value. We would also welcome any product reviews on our trustpilot page.

We hope this guide has given you the clarity & knowledge that you were looking for. If you have any additional questions, please feel free to reach out and we'll be happy to assist. Let's collaborate and create the perfect staircase for your project!



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