

ASSEMBLE CO

BY JG INTERIORS

DIY Homeowner

FREQUENTLY ASKED
QUESTIONS •
FAQ

Designed for clarity and confidence

This document outlines key information relating to the Assemble Co by JG Interiors platform, including responsibilities, processes and production expectations.

Assemble Co by JG Interiors has been developed to provide transparency and control throughout the ordering process. We recommend reviewing this guide carefully prior to submitting any project for production.

Where clarification is required, our team is available to assist before submission.

USING THE PLATFORM

Designed for precision, control and ease of use



USING THE PLATFORM

How do I get started?

Create an account to gain immediate access to the Assemble Co by JG Interiors platform and begin configuring your project.

Is the platform easy to use?

Yes. The platform has been designed for clarity and efficiency, allowing users to configure cabinetry, review pricing and submit projects with confidence.

Can I save projects & return later?

Projects can be saved and edited at any time prior to submission.





DESIGN & MEASUREMENTS

Accuracy at this stage is critical to project success.

DESIGN & MEASUREMENTS

Who is responsible for measurements?

The client is solely responsible for providing accurate site measurements. Assemble Co by JG Interiors does not attend site or verify on site conditions prior to production.

Are allowances or tolerances applied?

Cabinetry is manufactured strictly to the dimensions entered into the platform. No allowances or assumptions are made unless clearly noted.

Can I make changes after submission?

Once a project has been approved and submitted for production, changes cannot be made.



PRICING & PAYMENTS

Transparent pricing, confirmed prior to production.



PRICING & PAYMENTS

How is pricing calculated?

Pricing is generated in real time as selections are made, allowing full visibility prior to submission.

Is pricing fixed once submitted?

Yes. Once approved, pricing is locked and cannot be altered.

When is payment required?

50% deposit is required prior to production commencing. Then the remaining 50% is due before collection or delivery.



MANUFACTURING & QUALITY

Made to order, manufactured with precision.



MANUFACTURING & QUALITY

Where is the cabinetry manufactured?

All cabinetry is manufactured in Australia using trade grade materials and hardware.

What materials and hardware is used?

We partner with trusted suppliers including Polytec, Laminex and Blum to ensure consistency, durability and performance.

Is all cabinetry custom made?

Yes. Each project is manufactured specifically to the approved project details submitted through the platform.



DELIVERY & COMPLETION

Final supply options confirmed prior to production.



DELIVERY & COMPLETION

How will my order be supplied?

Orders are supplied either flat pack or pre assembled, this can be selected at the time of ordering.

Is delivery available?

Absolutely, orders can either be collected or delivered. Delivery arrangements are confirmed during the ordering process.

How will I receive updates?

Project progress and key milestones are communicated via the platform.



WARRANTY & SUPPORT

Clear expectations, defined coverage.



WARRANTY & SUPPORT

Is warranty provided?

Yes. All cabinetry is covered by our standard warranty, subject to correct handling, installation and use.

What is not covered?

Issues resulting from incorrect measurements, site conditions, installation or handling are not covered.

Who should I contact if I need assistance?

Our team is available to assist with questions prior to submission. Post production support is provided in line with warranty terms.



BEFORE YOU SUBMIT

By submitting a project through the Assemble Co by JG Interiors platform, you confirm that all details, dimensions and selections have been reviewed and approved.

Assemble Co by JG Interiors manufactures strictly in accordance with the information provided at submission.

Where clarification is required, we recommend contacting our team prior to proceeding.

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