



*We create perfect kitchens and bedrooms
and have been doing so for over 30 years.*

Our design team offers a combination of young and experienced talent giving you the best mix of design flair coupled with expert knowledge. For maximum creativity, our team takes a collaborative design approach and together take the time to fully understand how and who will use your new kitchen or bedroom so they can create a design that is perfect for your lifestyle and family.

We're proud to offer a complete kitchen and bedroom range, manufactured in our own factory in Essex, working with only the best materials to produce beautiful, long-lasting furniture that can be enjoyed for many years to come. We also offer a range of Italian and German kitchens to deliver one of the most comprehensive collections available on the market today.

We use only the best quality products to build our kitchens and bedrooms and as trusted members of the KBSA you can have confidence in the quality of service, design and installation of your project.

We want choosing a kitchen or bedroom to be as stress-free as possible and our experienced team is with you every step of the way.





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Why Choose Urban Myth?

Once you've confirmed your final design with us, you may find we work differently to other kitchen and bedroom companies. We don't just order your furniture and leave you to it, we're with you every step of the way...

Unrivalled project management service

Your own dedicated project manager will oversee every aspect of the delivery and installation of your kitchen or bedroom.

It begins with a home survey, where we double-check all the measurements taking note of any essential services.

Our design team uses the resulting report to make sure your new kitchen design works with these precise dimensions. Any necessary adaptations are presented for your approval before we move forward.

Next, we put together a detailed site pack, which includes your own unique service drawings.

Your project manager will then meet with all the relevant tradespeople involved in your project to ensure they understand all the work that needs to be completed before installation begins.

Your project manager will then arrange several visits throughout the installation to check the work is being completed according to the plan, thereby eliminating any unforeseen challenges and solving any issues before they become problems.

Experienced and professional team

Our trusted and qualified fitters know our Urban Myth products exceptionally well and will install your kitchen or bedroom to the highest standard, with the least possible disruption to your home.

When you purchase worktops or glass splashbacks from Urban Myth your project manager will oversee every stage of the templating and installation and when we supply your new appliances our team will fit and commission these too.

Once your kitchen is fully installed, your project manager will make a final inspection visit to check that everything has been finished to your satisfaction.

Committed to quality

We use only the best quality products to build our kitchens and bedrooms and as trusted members of the KBSA you can have confidence in the quality of service, design and installation of your project.

We are committed to being a sustainable business, the timber we procure is 100% FSC certified, and we are part of a tree-planting scheme that helps to replant the UK's native woodland.

Ongoing Support

Our dedicated Aftercare Team are available to help you with any questions or concerns you may have about your new kitchen.

You'll also receive a welcome pack, which includes information and advice about looking after your furniture and appliances, plus important serial numbers, all within an easily accessible USB drive.

What's more, to ensure that you are as comfortable in your new kitchen as you were in your last, we can even arrange for one of our expert home economists to visit your home to demonstrate your new appliances. With experience working with all the leading brands, they can show you how to get the most out of all your new devices.

We have designed, manufactured and installed thousands of kitchens, and many customers have come back to us when they are renovating again, which is testament to the unrivalled quality and service that we deliver.



Dark & Dramatic



Pearl Effect Black Gloss / Calacutta Gold Quartz





Matt Black & Halifax Pewter Oak with Pocket Door / Fusion Black Natural Granite





Black Star with illuminated shelving / Black Quartz





Pedini Aroma in RAL 1005005 with Reeded Glass Cabinets / Dark Pulpis Laminate





Cool & Neutral

Dust & Light Grey Shaker/ Glacier White Corian





Pedini Aroma in RAL 1005005 with Reeded Glass Cabinets / Dark Pulpis Laminate





Crystal White Satin Lacquer /Crystal White Perfect Sense & Putty Grey Lay on breakfast bar





Grey Velvet Oak/ PerfectSense Pearl Grey





Light Grey Handleless Shaker/Brilliant Ice Quartz



Colour & Texture



Bespoke colour "Olive Green" & "Pebble White" Satin Lacquer/ Black "Marble" Quartz





Ocean Blue & Walnut Laminate / Quartzforms Planet Halley





Light Grey & Halifax Oak / Carrera Misterio Quartz









Elm Veneer & Caffè Lacquer/ Pietra Brown Granite





Ocean Blue Shaker / Bianco Quartz



Rustic & Industrial



Graphite & Halifax Pewter Oak /Unistone Quartz Concreto & Tartufo





Brushed Steel / Black Open Metal Shelves





Summer Oak & Crystal White

Bedrooms

Maya Bronze Sliding door wardrobe with Bronze mirror door





Left image: Premium White Supermatt & Crystal Cut Knobs /Right image: Anthracite Metal Fabric & Grey Mirror Sliding Doors



Walnut Veneer Walk-in



Matt Cashmere Grey

Our Process

It's the heart of your home and one of the most important purchases you'll ever make so how do you start to design your new kitchen? At Urban Myth we aim to make the whole process as stress-free as possible. The first step is to book an appointment for a consultation at our showroom where you will meet your designer who will remain your direct contact throughout your whole project.

Consultation

At your first consultation your designer will take you through our showroom which has been specifically designed to inspire and offer you the opportunity to experience the quality of the finishes and features available. You can talk through possible layouts and create your ideal wish list.

Design

Your designer and their team will create a detailed visual, plan, and quotation for your kitchen. We will then invite you back to our showroom to present our ideas and talk through your specifications in detail.

After this meeting, we trust that you'll be satisfied with the direction we've taken your kitchen design and instruct us to proceed, enabling us to release drawings and visuals.

Your project manager will then meet with all the relevant tradespeople involved in your project to ensure they understand all the work that needs to be completed before installation begins.

Home survey

Once you have confirmed your order with us we will arrange a home survey by your project manager to measure every aspect of your space, including the location of plumbing and electrical services.

Your design will then be checked, and any amendments discussed and made to the plan to ensure your kitchen can be tailored exactly to your room.

Your order

When you are happy to proceed with your design and quote we will ask for a 25% deposit. As members of the KBSA and Trustmark, we fully comply with their code of practice and your deposit is fully protected under the customer care plus insurance scheme.

Once your finalised design has been confirmed and ordered we will liaise with all trades involved in the creation of your new kitchen. Managing the ordering, delivery and installation of appliances, worktops and glass that we are supplying to make sure they coordinate with the schedule of works.

Installation

If you are having preparatory building work, your project manager will attend your site at various stages to check and confirm services and finished dimensions. During the installation, your project manager will be on hand throughout to answer any questions and ensure the standard of workmanship is to your satisfaction.

On completion

We will commission all appliances that we have supplied and provide a digital folder that includes all user manuals and appliance serial numbers so that they are close at hand should you need them.

Ongoing support

Our dedicated aftercare team are available to help with any questions or concerns you have about your new kitchen or appliances.

Additionally, to ensure that you are as comfortable in your new kitchen as you were in your last we can arrange for our specialist home economist, who has experience working for all the leading brands, to visit your home and run through how to use all your new appliances.



What Our Customers Say...

“We were inspired by Urban Myth’s showroom and the vast choice on offer. We are delighted with our new Kitchen and especially love the island area. Davide was extremely helpful throughout. Communication was excellent, with a high level of service that made the process easy. We would highly recommend Urban Myth.”

Mr & Mrs W, Woodford Green 2021

“We are delighted with our kitchen. Peter, our designer, knows what he’s doing- we were particularly impressed by the presentation provided to visualise the finished design. Lee our project manager was always on hand and accommodating. We decided to use Urban Myth on recommendation, and they did not disappoint.”

Ms D, Sewardstone 2021

“The whole team have all been very professional, friendly and very thorough and we would not hesitate to recommend them”

Mr & Mrs D, South Woodford ,2022

Thank you for a great service from start to finish. We are really enjoying our new kitchen.”

Mr & Mrs N, Chingford, 2022

“We absolutely love our new kitchen. Peter, our designer, went above and beyond to help us get the perfect kitchen for us. The service was excellent, and I loved the visit from the home economist showing me how to use my new appliances, I learnt things I didn’t know I could do. We 100% recommend Urban Myth”

Mr & Mrs L, Stapleford Abbots 2021

“We love the kitchen and enjoy it every day... everyone who has had a part in our kitchen make a great team and we appreciate you all, Thank you so much”

Mrs A, Eastbourne, 2022

“Very professional service, going above and beyond to make everything perfect!”

Mr & Mrs B, Epping, 2022



KBSA Membership

As a Kbsa member we follow an Approved Code of Conduct and are subject to strict monitoring to make sure you get the best professional service available. In addition, we are approved to trade as a TrustMark accredited retailer giving you total peace of mind.

Why Choose a KBSA approved retailer?

Design - *A personal design service offering innovative design advice to perfectly complement your home.*

Confidence - *Excellent value for money with plans and prices agreed in advance.*

Installation - *Installation by fully qualified specialists, with everything arranged for you.*

Satisfaction - *The whole job completed on time and on budget, leaving you with the reassurance that the after sales team will take care of you when your project is complete.*

KBSA Customer Charter

Our members have a showroom so customers can see their craftsmanship on display, helping them make their choice.

The information, drawings, plans, illustrations and quotations of Kbsa members will all be noted in detail, so there are no areas of confusion or contention.

Kbsa members work with you to stay on time and budget. They offer ongoing support and deal with any issues professionally.

Kbsa members communicate with you throughout the process, project planning each project to ensure their customers have complete peace of mind and achieve the quality design and results you are looking for.

KBSA Consumer Plus Insurance

The ConsumerCare Plus Insurance scheme provides insurance protection as part of any domestic kitchen, bedroom or home office installation.

Under the terms of ConsumerCare Plus Insurance, customers are provided with insurance cover to protect them in the event of the retail member ceasing to trade due to insolvency.

Please enquire for further detailed information.



Sustainability

We recognise that the products and services we supply have an impact on the environment and wellbeing of others and we have a responsibility to run our business in a sustainable way.

As one of the UK's leading privately owned interior design and manufacturing companies we recognise that in creating and manufacturing our products we use a large volume of resources and we are committed to ensuring that our social, environmental, and economic impact remains sustainable for the benefit of our community and the planet.

Our kitchens and bedrooms have always been manufactured and installed to the highest quality using materials from the leading suppliers and we would expect that with the right care they will last over 15 years or more, in fact we have installed kitchens over 20 years ago that are still going strong.

We are determined to deliver long term value for money for the company, our customers and stakeholders whilst reducing our impact on the environment. With our own factory based in Essex our Urban Life product is only manufactured in one location of which we have total control, we do not store kitchens but produce kitchens as they are ordered, and we have always remained ahead of the curve in terms of introducing technology into our manufacturing process that reduces waste and increases efficiency.

“

“Our approach has always been ‘to do the right thing’ and sustainability has to be at the heart of every decision we make.”

**Kevin Bunce,
Managing Director**

Sustainable Procurement

As a business we have always been careful who we work with, selecting our suppliers based on quality and integrity. Our partners share our values, and we have confidence over where our raw materials come from and how they're made.

Energy

As a manufacturer we use a large amount of energy to create our product. Our goal is to minimise our impact on the environment by reducing this energy usage.

Waste Management

We aim to use fewer and more sustainable resources and reduce waste across all our sites and where possible enhance the positive contributions we can make.

Responsible Business

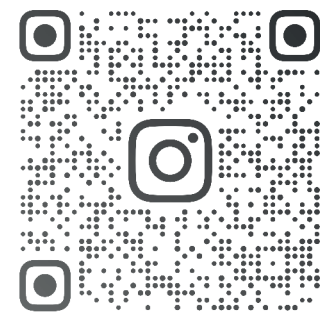
We are proud of the people that make Urban Myth the company it is, and we want to create a work environment that attracts and retains talent from all backgrounds.

Please visit our website to download our policies





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