

CASE STUDY

Rising to the challenge of a quick turnaround



Founded in 1969, J Fitch Flooring is a specialist commercial carpet and flooring contractor with an excellent reputation for getting things right first time.

That's why, when they had run into delivery schedule problems with a previous carpet manufacturer, the company turned to Furlong to see if we could help.

The enquiry, which came in just before Christmas – one of the industry's busiest periods – was for 8000m² of 60oz Saxony carpet for a commercial development. The project needed to be completed by early spring, so getting the carpet organised and delivered – and all at the right price point - was a priority.

We worked with J Fitch Flooring right up until Christmas Eve, making sure we could give them the confidence they needed to choose to work with us. We were able to commit to the project with deliveries starting in early January, and J Fitch Flooring's project was completed on time.



The structure and capacity of Furlong's manufacturing and warehousing operation allows us to react to unexpected projects like this," says Ian Collacott, Sales Director at Furlong Flooring. "We can make stock ready to be called off by the contractor, allowing flooring to be delivered to a development site at pre-agreed, staged intervals without it having a negative impact on service levels to our ongoing customer base. Agility and flexibility are just two of the qualities that keep our commercial customers coming back.



For more information, visit:
furlongflooring.com

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