What Revalio does for kitchen firms

A plain explanation for before you connect anything. Revalio runs enquiry recovery for kitchen fitters from your own email address: every enquiry acknowledged the same day, every quote chased when it goes quiet, and a clean close-out when a job goes cold. You approve every message until you choose otherwise.

THE PROBLEM IN THIS TRADE

Kitchen buyers plan for months and compare showrooms, fitters and online firms. Silence after the enquiry reads as disinterest.

One missed kitchen enquiry can be a £10,000 job. Typical jobs in this trade run £6,000 to £25,000, a category benchmark rather than a measurement of your business.

Where kitchen fitters lose work:

- Enquiries arriving out-of-hours with no capture mechanism
- Quote requests that never receive a written quote
- Quotes sent with no structured follow-up
- Site-survey appointments that are never rebooked after a no-show

WHAT REVALIO IS

A service that reads the inbox your enquiries arrive in, notices when something has gone quiet, and writes the reply or the chase for you to approve from your phone. Approved messages go from your own address, inside the customer's thread, as if you had typed them.

What it is not. It is not a new inbox, a CRM to keep up to date, or a call-answering service. It does not text or phone anyone. It does not quote prices or make promises on your behalf, and it never guarantees revenue.

Who it is for. A kitchen fitter who is mid-fit all day and answers enquiries in the evening, if at all, and who knows at least one job went elsewhere because a quote was never chased.

THE RULES REVALIO RUNS FOR KITCHEN FIRMS

RULE	WHAT IT DOES
Acknowledge unanswered enquiries	Draft an acknowledgement when a new enquiry has had no reply for 10 minutes during business hours.
Follow up quotes with no response	Draft a follow-up when a quote has gone out and nothing has come back within 7 days.
Rebook missed appointments	Draft a rebooking offer when a survey or site visit is missed or cancelled.
Close out a conversation that has gone quiet	Draft a short close-out when a customer who was replying has gone silent for five days, leaving the door open for the next job.

Every rule starts in approval mode. Switch any rule to full auto when you trust it. A draft that quotes a price or makes a commitment always waits for you, whatever the rule says.

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A WORKED EXAMPLE: ONE ENQUIRY, START TO FINISH

Sarah and her enquiry are invented. The messages are examples of what Revalio drafts; yours are written from the facts you record about your business.

Tuesday, 14:10. A website enquiry lands in your inbox while you are mid-fit.

"We would like a new kitchen fitted in the spring, about 3.5m by 4m. Do you do design visits?"

Sarah, by email

14:20. Ten minutes with no reply. Revalio drafts an acknowledgement and puts it on your phone for a one-tap OK.

Example, not a real message

Hi Sarah, thanks for getting in touch about the kitchen. I am on a job today but I can come out for a design visit on Thursday afternoon or Friday morning. Which suits you better?

Sent from your own address, in Sarah's thread, after you tap OK.

Thursday. You do the design visit and send the quote as you normally do. Revalio records that a quote went out on Thursday.

Day 7 after the quote. No reply from Sarah. Revalio drafts a chase.

Example, not a real message

Hi Sarah, just checking you received the quote for the kitchen I sent on Thursday. Happy to talk anything through or adjust the spec. If you have gone another way, no problem at all, just let me know and I will close it off.

The next day. Sarah replies: "Yes please, can you start the week after next?" Revalio records the reply against the quote and stops chasing.

End of month. Your statement lists the job under *recovered on observation*. When you confirm the settled figure, it moves to *verified*. Estimates are always marked as estimates.

If Sarah never replies. After five days of silence Revalio drafts one short close-out that leaves the door open for the next job, and then leaves her alone.

WHAT YOU SEE DAY TO DAY

- **On your phone:** A short list of drafts waiting for your OK, each with the customer's message underneath it. Tap to send, edit first, or dismiss.
- **Once a week:** A report of enquiries in, replies sent and quotes still open.
- **Once a month:** A statement of what came back, with verified figures kept separate from estimates. Nothing in it is sent to your customers.

GETTING SET UP

1. **Record how you quote and visit.** The most-asked question in a first reply, so the draft can answer it.
2. **Record guarantee, insurance and accreditations.** Revalio will not mention these unless you have told it they are true.
3. **Connect the inbox your enquiries land in.** Gmail or Microsoft 365, read access to the folders you choose.
4. **Turn on the 10-minute acknowledgement rule.** The highest-value rule in every trade.

Most kitchen fitters are connected within fifteen minutes. Nothing is sent during setup.

WHAT IT NEEDS FROM YOU

- The email address your enquiries arrive at (Gmail or Microsoft 365).
- Five minutes to record how you visit and quote, and what guarantees and accreditations you hold.
- A look at your phone once or twice a day to tap OK.

WHAT IT COSTS

From **£149 a month**, with a free 14-day trial, no card and no setup fee. One recovered kitchen pays for it many times over.

Nothing-to-recover guarantee. If your first 30-day read finds nothing to recover, your first month is free.

QUESTIONS KITCHEN FITTERS ASK

Will it send anything without me?	No. Every rule starts in approval mode. You can switch a rule to full auto later, and even then anything with a price or a promise waits for you.
Can it text or ring customers?	No. Email only.
I use a job-management app already.	Keep it. Revalio reads the inbox and chases what has gone quiet; it does not replace scheduling or invoicing. What each kind of tool is built to do, side by side: revalio.co.uk/compare
What can it see?	Read access to the folders you choose. Credentials are encrypted, data is held in the EU (Finland) and is not used to train anything. The full statement is in the trust pack.
What if it gets something wrong?	You see every draft before it goes. Anything Revalio has inferred about a customer can be corrected on the spot, and the correction sticks.
How do I stop?	Disconnect the inbox in Connections and reading stops immediately. Cancel the plan in Settings; there is no contract. Most kitchen fitters are connected within fifteen minutes, and nothing is sent during setup.

Free 14-day trial, no card: revalio.co.uk/signup
Free check of your website: revalio.co.uk/#free-scan
Revalio for kitchen firms: revalio.co.uk/for/kitchens
What it can see and keep: revalio.co.uk/kit/revalio-trust-pack.pdf

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