

## TERMS & CONDITIONS

### DESIGN

1. All Computer Aided Design (CAD) images you have been supplied with are only a visual representation of your bathroom and its products. They are not intended to be, nor are they, an exact likeness.

### PAYMENT

1. A stage payment structure is issued when your bathroom installation is confirmed. When placing your order, you agree to conform to the payment structure and any delay in making these stage payments may cause the installation programme to be deferred or suspended.
2. All products and materials remain the property of the company until the balance is paid in full.
3. Should you instigate a delay in installation during the process, the payment structure issued to you at order stage withstands.
4. In order to qualify for a 12 month workmanship guarantee, simply ensure that your payments are made in accordance with your payment structure and that your account is settled within 24 hours of your installation being complete. For the avoidance of doubt, this does not include any small remedial works that may be outstanding or separately ordered during the course of the installation.
5. Any requested additional works will be charged at £66 per hour (inc VAT) or a separate quote will be supplied for an alternative installation.

### PRODUCT

1. Due to tile or flooring cuts and patterns, styles and sizes, quantities of tiles are estimated only. In the event additional tiles or flooring are required these products will be charged as per your original quotation.
2. In the unlikely event that you encounter a problem with any product supplied, please contact us immediately and we will assess if the problem is covered by our workmanship guarantee or is due to a manufacturing fault, in which case a replacement can be sought from them direct.
3. Your quotation and fitter's summary lists all products to be ordered on your behalf and by signing the acknowledgement you are agreeing to the quantities and items ordered. Therefore, if changes or additions are required after the order is placed, this will be treated as a new order for which payment is required and may not arrive within the timescale of the original order.
4. Any 'Special Order' products will be pointed out to you during the quoting process. These products are made individual to your specification and as such we are unable to accept any changes, cancellations or returns if the manufacturing of the order has been processed. This does not affect your statutory rights.
5. If an item is ordered and you later decide it is not required, an invoice will be raised to cover the manufacturers re-stocking fee (25%) and any collection or delivery charges
6. In the unlikely event you experience any product related problem after installation you MUST contact us first. Failure to do so will invalidate your Workmanship Guarantee. For the avoidance of doubt, we will not be liable for any third-party costs unless we have expressly agreed to them in writing (an email from us being sufficient in such circumstances).
7. Product cleaning guidelines must be followed to ensure longevity of use. Aggressive cleaners will cause damage to the chrome long term and void any manufacturer warranties. Products must be returned to the showroom for manufacturer tests to be carried out. Replacements can be installed during the processing of the tests and a refund will be issued should tests confirm the product is faulty.

## SUPPLY ONLY

1. It is your responsibility to ensure the delivery address is ready and able to accept delivery of the product, in particular that there is space for any delivery vehicle to make the delivery. Delivery is to a ground floor space with easy safe access.
2. All deliveries to your home must be signed for. In the event any product is missing from a delivery it MUST be reported to us within 24 hours for us to resolve the matter with the manufacturer and arrange a replacement.
3. Any deliveries will be arranged for an a.m. or p.m. slot. Preferences will be considered but cannot guaranteed.

## INSTALLATION

1. Any product delivered to your home and noted by you as damaged MUST be reported to us within 24 hours of delivery and will be dealt with under the manufacturer's warranty. A replacement will then be sourced as swiftly as possible.
2. We shall have no liability to you in respect of any delay or failure to deliver a product due to circumstances beyond our reasonable control, including (without limitation) delay or failure caused by adverse weather, strikes or transport problems.
3. We will dispose of anything left in the bathroom, so please ensure before we arrive that you remove any fixtures or fittings you wish to keep or reuse.
4. We will take reasonable care however, during the removal of your old bathroom there is a chance while removing old tiles and loosening old plaster that the vibrations may cause cracking to other walls close by. If this does happen, we will repair the area ready for you to arrange suitable re-decoration. During this process, and throughout the installation the utmost care will be taken to ensure that the risk of damage is minimal.
5. We will need to easily access your water tanks and get above the bathroom itself to install any extractor fan or lighting. It is your responsibility to ensure such access is clear and safe for us to enter. In the event you are unable to achieve this we will do so on your behalf. This clearance work is charged for at the hourly rate of £66 per hour (including VAT). This will be an extra charge, not included in your original quotation.
6. Measurements are taken from your original space and we cannot be liable for any changes in size caused by the removal or extensions which cause additional space e.g. lowering of floors, extending ceilings, bricking up a window etc. Should additional work be required due to these changes an amendment to the original quote will be required. You are required to inform us of these changes at least 7 days before install commences.
7. We will take reasonable care however, when we lift floorboards there is a possibility that the plaster on the ceiling below may crack and, in some cases, leave fixings visible, like nails and screws. If this does happen, we will repair the area ready for you to arrange suitable re-decoration. Again, during this process, and throughout the installation the utmost care will be taken to ensure that the risk of damage is minimal.
8. During installation, carpets in high traffic areas for bathroom access are always protected with a sticky plastic covering or dust sheets, unfortunately there is no such protection for walls. We will always take the utmost care when in your home, however, when handling large heavy items upstairs and through hallways minor damage, such as chips or scuffs, may occur. If this does happen, we will repair the area ready for you to arrange suitable re-decoration.
9. As standard we conceal all pipe-work and shower-valves in the walls which creates a clean and professional finish to your bathroom. As this detail increases the risk of damage to nearby walls, should you wish to avoid this possibility altogether please let us know prior to work starting. We will then either leave pipe-work visible, fit pipe-boxing and likely use surface mounted shower-valves.
10. When installing a shower booster pump, pump manufacturers require a minimum of 50 gallons stored water to prevent the pump running dry. In the event you have insufficient capacity in your water tank we will install the pump, but you might need a second tank fitting at a later date which will be at an additional cost.

11. While we are working within your home, we will need to close water supplies to the bathroom. If your isolation valves, such as stopcocks, are poorly maintained and have ceased to open or close, they will need to be replaced for work to continue. These will be priced separately as an extra charge, not included in your original quotation.
12. If walls are having extensive (i.e. thick) plastering work carried out, we will need to allow sufficient drying time before tiles are added. We will advise you accordingly in the event this becomes an issue or should an extension in estimated finish time be required. We require our drying times to be adhered to for our Workmanship Guarantee to remain valid.
13. We will use white grout on the walls and grey grout on the floor, unless you have specifically specified otherwise prior to us starting work.
14. All our electricians are fully qualified and NIC registered, and in order for them to sign-off works carried out on your property they have to conform to wiring regulations (17th edition). If you require any additional works these will be priced separately and if undertaken, e.g. insufficient earthing or no RCD protection on the board. REMEMBER; regulations are there to protect you and your family.
15. You are advised that extensive works and/or modernising of your bathroom could lead to problems with your heating system particularly if it is old and/or poorly maintained.
16. You are required to provide us with information about your heating system e.g. type and inhibitor requirements before work commences to try to avoid issues when re-filling the system following works carried out. Water will be used if no information is provided.
17. Any modifications or upgrades to your heating system required to eradicate any problems, are not included in your original quotation.
18. We always use the best tile adhesive and although flexible sometimes cracks can appear in grout lines (only applicable on wooden floors), due to natural movement. We allow for this by 'plying' the floor and using flexible adhesive as standard. In such circumstances we cannot guarantee that cracks will not occur.
19. If carpets are lifted then re-laid, they can sometimes have a baggy look about them, although this should settle down after a week or so. In the event they do not resettle, we advise you to employ the services of a professional carpet fitter who will stretch them in to place correctly.
20. In the unlikely event you experience any workmanship related problem after installation you MUST contact us first. Failure to do so will invalidate your Workmanship Guarantee. For the avoidance of doubt, we will not be liable for any third-party costs unless we have expressly agreed to them in writing (an email from us being sufficient in such circumstances).
21. All due care and consideration will be made to ensure safe keeping of pets, but you are responsible for ensuring that measures are in place to safeguard them from injury or escape. We cannot be held responsible if an accident or escape occurs.

#### GENERAL TERMS AND CONDITIONS

1. Under the consumer Act 2015 you reserve the right to cancel any agreed services or sales contracts up to 14 days from signing the contract.
2. As providers of bathroom goods and products, we ensure our goods are of satisfactory quality, fit for their particular purpose, match descriptions or samples, and are correctly installed (where agreed as part of the contract).
3. If a defect in faulty goods is discovered within 6 months and you ask for a repair, replacement or price reduction or even the final right to reject, it will be assumed that goods were faulty at the time of delivery. After 6 months, you must prove this is the case.
4. Our workmanship guarantee is 12 months.