

# **Bathrooms By Design – Terms & Conditions**

A copy of our terms & conditions are available in store.

## **1. YOUR BATHROOM ORDER**

Please check your order details carefully when placing your order. Check your invoice/order confirmation details are correct & that they are the products and/or services requested.

If you are in any doubt please let us know immediately. Don't forget we are here to help.

## **2. PAYMENT**

We ask that all goods be paid for prior to delivery with cleared funds.

## **3. DELIVERIES**

All goods must be delivered / collected within 2 months of your order date. After 2 months the order will be cancelled & subject to a 25% handling charge.

### **Booking your installer**

Bathrooms By Design advises you not to confirm your installer's starting date until full receipt of your goods in case of a possibility that a delivery date confirmation is not met resulting in inconvenience or loss.

### **Assistance**

To enable us to offer a competitive delivery service Bathrooms By Design vans are manned by the driver alone - please ensure that suitable assistance is available to off-load heavy goods. Deliveries are made to your doorstep only.

### **Accepting deliveries**

Bathrooms By Design cannot consider any claim for shortages or damages 48 hours after delivery. Please ensure that you check all goods & that any problem is reported to us within the 48-hour period.

### **Collections**

If you wish to collect your products from within our store rather than them be delivered, please contact us to arrange for this to take place.

### **Delivery Charges**

Orders will have an additional £10 fee added to allow a delivery to take place.

## **4. CANCELLATIONS**

If you change your mind once you have made your order, we will be happy to refund your transaction. If you change your mind once goods have been received, you must return the goods to us, complete in the original packaging and in re-saleable condition. We will then refund you your transaction less the delivery charge and any restocking costs our company may incur.

### **Stock Products**

Stock products can be cancelled but may incur a restocking charge.

### **Non-Stock Products or Special Orders**

Non-stock products or special order products cannot be cancelled or returned & will be charged in full.

<b>Cancellation charges</b>	<b>Stock products</b>	<b>Non-stock or special order products</b>
<b>Prior to delivery</b>	No charge	Not cancellable
<b>After delivery, in original wrapping</b>	30% restocking charge	Not cancellable
<b>After delivery, opened packaging</b>	Not cancellable	Not cancellable

If you have any queries regarding what constitutes as a stock or non-stock item, please call our store. Goods cannot be returned once they have been installed.

## 5. GUARANTEES

All goods carry the standard manufacturers warranty, this is generally specified within the product details.

## 6. REGISTRATION

In order to provide users with a personalised and valuable service, we operate a registration process. During registration a user is required to give their contact information. All the information we collect is necessary to fulfil your order including, your name, telephone number, your email address, and delivery address.

We require this information to understand your needs and provide you with a better service and in particular for the following reasons:

- Processing your order.
- For registration purposes if you open an account.
- Internal record keeping.
- To improve our products and services.
- Our representatives may follow up; either by e-mail, phone or fax to people who have purchased goods from our site as part of our customer care procedure.
- We may periodically send promotional e-mails about new products, special offers or other information, which we think you may find interesting using the e-mail address, which you have provided.

## Security

Bathrooms By Design will use its best endeavours to protect the information you provide. Access to your information is restricted in our offices. Only employees who need the information to perform a specific job are granted access to personally identifiable information. Bathrooms By Design will not disclose information to third parties other than when ordering, details are processed as part of the order fulfilment.

## 7. NOTIFICATION OF CHANGE

If we decide to change our terms and conditions, we will post these changes on our home page so our users are aware of what information we collect and how we use it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we would notify users by way of email. Users will have a choice as to whether or not we use their information in this different manner.

Bathrooms By Design have the right to change prices and products without prior notice.

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Bathrooms By Design is a trading name of Parkpride Ltd.  
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All prices include VAT charged at 20% & are correct at time of going to press. Please confirm prices prior to placing an order.