



Terms & Conditions of Sale

Goods Supplied

All goods supplied will remain the property of Cambridgeshire Bathrooms Ltd until full payment has been made. However, responsibility will pass to the customer once delivery has been accepted.

Order Confirmation

Sign Off: To ensure that orders placed are both accurate and/or as agreed with the Designer, all orders must be signed in store by the customer, or alternatively approved by email, plus the required delivery date given, before being processed with our suppliers.

Delivery Date: This information should be accurate, as your order will need to be shipped within 5 working days of the date given.

Should you require us to hold your order beyond your scheduled delivery date, it will be subject to a storage charge of £100 +VAT per week.

Once products have been ordered, the deposit will be non-refundable. We would though be happy to put a credit against your account, although the appropriate Manufacturers charges will apply.

Bespoke Products

Any product which is specially made by a manufacturer for a specific customer specification must be checked and agreed before ordering by the customer.

Once any bespoke product is on order with our suppliers, which includes furniture, glass, tiles and can range to other products, they **cannot** be cancelled, or returned to CBL.

Completed Orders & Payment

Deposit:

A deposit of 50% is required to place the order, although **full** payment will need to be taken at the time of order should you require delivery of your goods within **7** working days.

For all orders under the value of £750.00, full payment will be needed prior to ordering.

Balance Payment:

Cambridgeshire Bathrooms Ltd will hold all items in our warehouse, until your scheduled delivery date.

Our Customer Service team will contact you 4/5 working days before your scheduled date, to finalise a convenient time slot, and, at that time the balance will become due. Balance payments must be made 48 hours prior to the shipment day. Full payment will be required should any part of an order be delivered or collected where the order is both complete and goods are being held in our warehouse.

Payment can be made by Credit Card, Debit Card, BACS or Personal cheque with 3 days clearance

IMPORTANT: We can only hold complete orders for a maximum of **5 working days** beyond the original delivery date requested.

Delivery Slot Allocation:

We require a minimum notice of 48 hours, and the balance payment to be made, in order to book a timed delivery slot. Every effort will be made to carry out deliveries at a mutually agreed date and time slot with the customer.

Deliveries

Delivery will be made to a *ground floor location* unless prior arrangements have been made.

In usual circumstances, deliveries can be made on a Monday to Friday between 8am and 4.30pm (Except Bank Holidays/National Holidays)

Single Delivery Charges:

Within a 30-mile radius - £70.00 plus vat

Beyond 30 miles to 50 miles radius - £100.00 plus vat

Beyond a 50 miles radius - £2.25 per mile plus vat

We also offer a **'Multi Delivery package'** which is advantageous if you are building a new property, or carrying out a major renovation, and will need to have first fix items supplied before further deliveries. You can have up to 3 deliveries within the same single cost.

Multi Delivery Charges:

Within a 30-mile radius - £120.00 plus vat

Beyond 30 miles to 50 miles radius - £180.00 plus vat

Beyond a 50 miles radius - Price on request.

With this facility, payment in full is only due prior to delivery of the specific goods delivered in stages. This will allow payments to be spread over the duration of your build schedule. 50% of the outstanding balance must always be paid in line with our deposit guidelines.

Alternatively, goods can be collected at an agreed date and time from Cambridgeshire Bathrooms Ltd. The Warehouse is closed at the weekend; however, collections can be arranged with minimum 48hrs notice. All deliveries or collections must be signed for by the customer.

Design Service

On our site visit we will take relevant dimensions, give layout and product advice, as well as gain a clear understanding of the customer needs and how the products in our showroom would best work for your bathroom space.

Our design service should act as a good guideline to how your bathroom space would look like, but we would also recommend checking this with your installer prior to fitting the products to ensure you are happy with the order.

In older properties, a design visit or subsequent installation survey may not always reveal issues within the building and as a result, additional work may be required, or the plans may need to be reviewed. Any changes that may be needed will always be fully agreed in writing with clients before being implemented and confirmed with your installer.

Our 3D design drawings are part of our sales package and therefore do not carry any guarantee as to the dimensions or actual design if products are purchased from an alternative source.

Damaged or Scratched Goods / Missing Parts / Defective Goods

Cambridgeshire Bathrooms Ltd endeavour to inspect all product packaging prior to any delivery to ensure goods are received in good condition. **Goods must be examined prior to fitting.** Any claims for faulty or missing parts must be made to Cambridgeshire Bathrooms Ltd within 3 DAYS OF DELIVERY.

Once fitted, you will be deemed to have accepted any defects which should have been noticed with reasonable examination.

Procedure for Replacement Products.

- a If the reason for change is due to a product being damaged or potentially a manufacturing defect;
In the first instance, we will need an image of the product, or, if practical, bring the product into the showroom for our inspection. We can then work with you to agree the best way forward.
Should a replacement product require to be shipped before the original is collected or returned, we will take payment for the replacement, and credit the original once we have received the goods at our premises. Credit will be raised within 24 hours of return.
- b If the reason for change is not the fault of Cambridgeshire Bathrooms Ltd ie change of mind, incorrectly ordered etc
The original product will need to be returned to Cambridgeshire Bathrooms in the original packaging, unopened, and able to be resold 'as new'. A minimum restocking charge of 25% will apply.
Should a replacement product require to be shipped before the original is collected or returned, we will take payment for the replacement, and credit the original once we have received the goods at our premises. Credit will be raised within 24 hours of return.
- c If the reason for change lies with Cambridgeshire Bathrooms Ltd ie specification or supply error
We will collect the original product at our cost and credit in full providing the product is in a re-saleable condition. The replacement product will be treated as a new order, although we will of course do our utmost to provide a speedy resolution.
Should a replacement product require to be shipped before the original is collected or returned, we will take payment for the replacement, and credit the original once we have received the goods at our premises. Credit will be raised within 24 hours of return.

Ex-Display Items

Ex-display items may have minor defects. We would expect you to examine the goods prior to purchase, plus, we will endeavour to highlight any known defect prior to purchase. Defects which are clearly visible, or which have been made known prior to purchase are deemed to have been accepted. There is no specific guarantee period, although ex-display items have to be of satisfactory quality and fit for purpose.

Returns

Cambridgeshire Bathrooms Ltd will accept returns of unwanted goods within 7 days of delivery (exceptions below) however a minimum restocking charge of 25% will be applicable. Returns will only be accepted if goods are 'as new'. I.e. **complete & still sealed in the original packaging**, as in most circumstances they will be returned to our suppliers for resale.

Shower Trays / Enclosures / Baths

We have a label on these items which we request that you first check to ensure that the correct goods have been delivered in accordance with your order, BEFORE opening the packaging to inspect the products. In the event of damage which could only be discovered upon removing packaging, we will of course take action in accordance with the replacement procedures.

Tiles

IMPORTANT: Our tile quotations are an estimate, and, are intended purely as a guide to the approximate cost of the product. We strongly recommend that the number of tiles required should be confirmed with your installer as there are many variations in how tiles can be laid depending on customer/installer preferences. We would recommend allowing a minimum of 15% over the strict measurement as additional tiles ordered at a later date will often have a shade variation. For this reason, tiles are **non-returnable**.

Large quantities of tiles will be delivered direct by the manufacturer, this will be discussed with you at the time of booking your delivery slot.

Toilet Seats

Cambridgeshire Bathrooms Ltd cannot accept the return of any Toilet Seat and Cover once it has been opened and fitted unless defective or mis-described.

Bathroom Furniture /Bespoke Products

ALL furniture and 'specials' are made to a specific customer specification, therefore, cannot be cancelled after the order has been placed with our suppliers. These products also cannot be returned to CBL unless they have been inaccurately described or are not of satisfactory quality.

Installers/Plumbers

We would be delighted to propose names and details of Bathroom Fitters who regularly work alongside us successfully and come with a strong reputation based on customer feedback. However, we would also advocate taking up independent references. Please note that any installers we recommend as a company are not employed by us, so if you have any issues with the installation, you should contact them directly for a resolution in the first instance.

Customer Service

We want to ensure that you are delighted with your experience at Cambridgeshire Bathrooms, and therefore have a Customer Service department which takes care of you from the moment you have placed your bathroom order.

For **Balance Payments & Delivery scheduling - Please call Option 3** or **After Sales – Please call Option 4**