

# Coastal Bathroom Studio Ltd.

## Terms & Conditions of Supply – Updated Version February 2022

### **You should understand that by ordering any of our products, you agree to be bound by the following terms and conditions.**

#### **1. Payment for goods / deposits**

Unless an account is held with Coastal Bathroom Studio Ltd, a deposit of 50% will be required prior to any goods being ordered. Deposits are strictly non-refundable. Full payment for all goods must be made on or prior to delivery/collection. We will contact you shortly before your delivery date to arrange payment of any outstanding balances. Our delivery drivers are instructed not to leave any goods under any circumstances unless full payment has been received or goods have been booked to a trade account. All goods remain the property of Coastal Bathroom Studio Ltd until full payment has been received.

#### **2. Installation of goods / delivery service**

Please ensure that yourself or your installer has examined all goods prior to installation. Claims for damaged products can only be made prior to installation (please see item 4 for our returns policy). Please ensure all goods have been delivered prior to your installer commencing works as we cannot be held responsible for delays caused by undelivered or damaged items. Please ask your installer to pass all guarantee/registration information on to yourself as this may be required should any in warranty issues arise with the products in the future. All delivery dates quoted are approximate and should not be considered as fixed dates, please do not arrange for your installer to commence works until all products are on site and have been thoroughly examined. Our drivers are not insured to take the goods inside your property due to the risk of damage to furnishings. Therefore, it is strongly recommended that at least two able bodied persons are available to receive the delivery and carry the goods inside.

If you have asked us to recommend an installer it is purely a recommendation based on our experience of their past performance / projects. Your contract for installation is direct with the fitting company, we do not employ installers and advise you to research your choice of installer or ask for references prior to entering into a contract with them. We are happy to liaise with your installer but have no control over their timetables.

#### **3. Damaged / faulty items**

All goods must be fully unwrapped and examined upon delivery or shortly after delivery. We recommend your installer doing this as they will identify any missing parts etc. Please retain all packaging until goods are fully examined, faulty / incorrect items must be returned with original packaging. All goods must be fully unwrapped and examined prior to installation. We accept no responsibility for delays caused by incorrect or damaged items. Claims cannot be made for damaged items that have been installed. Installation constitutes acceptance of the quality of the item.

Faulty goods must be reported within 3 days of receipt. Where items are found to be damaged prior to installation and within 3 days of receipt we will arrange replacements. Goods that are found to malfunction after installation and within the manufacturers guarantee period will either be replaced or a visit from a manufacturers service engineer will be arranged. No faulty items are to be uninstalled without agreement from ourselves. Our liability is limited to replacing any faulty products. We will not entertain any claims for refitting costs.

#### **4. Returns**

Stock items returned in original packaging and resalable condition within 14 days of purchase will be refunded in full. Special order items may not be returnable or may be subject to a restocking charge in line with those imposed by our suppliers (these are generally 20% -30%). If you are in any doubt, please confirm with a member of staff if your intended purchases are returnable.

#### **5. Tile Coloration and Returns**

Please arrange for your installer to check tile quantities prior to ordering. We estimate quantities required but recommend your tiler checks quantities as we cannot be held responsible for delays due to tile shortages. Returned tiles incur a restocking charge imposed by our suppliers. Tiles returned must be in full boxes and within 28 days of us receiving them. Our suppliers will collect full boxes of tiles from ourselves within 28 days but impose a 25% restocking charge. This restocking charge is deducted from your refund.

If you choose corresponding wall and floor tiles, please check the shade of the wall tiles compared to the floor tiles prior to installation. The floor tiles are generally manufactured in separate batches to the wall tiles and there can therefore be a variation in shade. We cannot accept any responsibility once tiles have been fitted.

#### **6. Planning service**

Our bathroom design service is designed to help you visualise how your finished bathroom could look. We strongly recommend that either yourself or your installer check all measurements and proposed items prior to ordering as we cannot be held responsible for any inaccuracies that may occur. Not all the products we supply are supported on our design software, it may be necessary to use a product we feel best resembles the look of the intended item. Where designs or quotations have been revised, it is the customer's responsibility to ensure that the installer has the latest revision.

#### **7. Granite / Natural stone products**

The beauty of natural stone products is that each piece is unique, and no two pieces will ever be identical. Therefore, there can be substantial differences in colour, shading and pattern. Samples are shown/given merely to give an indication of the approximate finish. We strongly recommend that customers purchasing natural stone products visit our suppliers to choose the exact piece of stone they require. Our staff will arrange an appointment on your behalf. We take no responsibility for variation in stone products and offer no refund or replacement.

#### **8. Price increases / errors**

Quotations will be increased in line with any manufacturer's price increases or vat increases/decreases that should occur prior to a deposit being paid. Once a deposit is paid the price will be held for 3 months unless agreed otherwise. In the event of a pricing error or omission, we will contact you to advise the correct price prior to goods being ordered. You will have the option to proceed with the order at the correct price or cancel the order and receive a full refund of any deposit you have paid. Any invoice queries must be notified within 7 days of receipt.

#### **9. Contract for supply of goods**

Whilst our designers are happy to visit customers premises during the design and planning stages, all confirmed contracts are deemed to have taken place on our premises. We will not agree either verbally or in writing any contract that is deemed to have been agreed at any location other than our showroom.

#### **10. Aftercare/cleaning of your products**

Please ask your installer to pass on any aftercare/cleaning instructions. These will be supplied in the boxes. Harsh chemicals can damage your products so please read these instructions prior to cleaning your new products. Manufacturers will not accept claims for damages caused by the use of incorrect cleaning materials.

#### **11. Changes to these terms & conditions**

We reserve the right to change these terms & conditions at any time, please ensure that you have the latest version. The management's decision is final.