

**UKBATHROOMS**

Everything you need to know...

# Returning items

**UKBATHROOMS**

Tel. 01765 694 720

Email. [returns@ukbathrooms.com](mailto:returns@ukbathrooms.com)

## **Cancelling items**

Items that are not required, or where you would like to exchange them can be returned to us within a Fourteen day period; with the exception of special order items. Items you wish to return must be reported to us in writing (on our returns page or by email) within fourteen days from delivery to qualify for a refund. Please note for business and trade customers there will always be restocking fee. Once the return has been requested we will confirm this with a returns note. All returned items must be sent back 100% resalable condition, items which do not meet this requirement will not be refunded and you will be contacted to arrange collection. Packaging should not be defaced with labels or tape, and items should not be returned in a bare box.

Please note that when ordering replacements there will always be a collection and delivery charge as our couriers charge us from point to point.

## **Damages**

All items should be inspected in a reasonable amount of time, namely within 24 hour of delivery. In the unfortunate event of transit damage we will require this to be reported to us in writing (on our returns page or by email), and where possible pictures illustrating the damage. We will arrange collection of the Damaged item(s) for a weekday collection at an amicable time for both parties. Even though the item might be damaged it still is required to have suitable outer packaging applied to the outside of the box. Upon receipt of the damaged goods, UK Bathrooms will undergo necessary tests to determine the damage. Upon checking the damage, a replacement or refund will be made. The cost of initial delivery may also be refunded (unless part of a larger order).

## **Faulty Goods**

In the unfortunate event that the items is faulty we will require this to be reported to us in writing (on our returns page or by email), and where possible pictures illustrating the damage. We will arrange collection of the Damaged item(s) for a weekday collection at an amicable time for both parties. Even though the item might be damaged it still is required to have suitable outer packaging applied to the outside of the box. Upon receipt of the damaged goods, UK Bathrooms will undergo necessary tests to determine the damage. Upon checking the damage, a replacement or refund will be made. The cost of initial delivery may also be refunded (unless part of a larger order).

## **Packaging**

All goods in your possession from UK Bathrooms are your responsibility until they are back with us. Please ensure all items being returned, despite their condition are adequately packaged to avoid further damage. In respect to cancelled items, items must be returned in 100% condition without damaged packaging, tape or defaced by pens, or this will affect your refund.

## **Refunds**

All refunds can take up to 14 days and you will be notified by email once the refund has been issued to your original payment method.

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