



Standard Trading Terms

Customer Rights

In the event that goods are delivered damaged, there is an error in the goods delivered or goods have a genuine fault we will always do our best to resolve any issue as quickly as possible but this may be subject to supplier's delivery lead times.

Deposits and Payments

A minimum of a 50% deposit is required with order and the balance must be paid prior to delivery. Customers with an approved trading account are required to pay with our trading terms.

Special Items

All items that are deemed 'Special' or are of special manufacturer must be paid for in full with order. Under no circumstances can such items be returned.

Goods Damaged on Delivery

Goods should be inspected on delivery and refused if deemed to be damaged. If this is not possible you must ensure that all goods received are inspected as soon as possible and any damages are notified in writing within two working days of receipt.

Faulty Items

In the event of you having goods you deem to be faulty or have missing parts you should inform us, preferable in writing, as soon as any problem is discovered. Any items found to be faulty after they have been fitted will be referred to the manufacturer to be covered under any guarantee that they may offer.

Delivery Error

Goods should be checked and inspected on delivery and any incorrect items returned with the driver.

Goods Return Policy

Goods that we normally stock may be returned as long as they are in perfect re-saleable condition and in their original packaging. Any goods opened and resealed may not be returned. Under no circumstances can electrical goods be returned if the packaging has been opened or damaged.

Any items that have been specially ordered (which are not normal stock items) cannot be returned unless under special circumstances we obtain the agreement of our supplier to return the goods.

Any specially manufactured items cannot be returned.

We advise that all special items and items such as shower doors, shower screens and baths are check measured to ensure they are suitable before any packaging is opened or removed as once opened they cannot be returned.

Our normal re-stocking charge for the return of any goods is 25% of the original purchase price.