

## Sales & Returns Policy

### Non-account holders deposit

- A deposit of 20% will secure your order, with the balance outstanding to be paid prior to delivery.
- A minimum deposit of 50% is required before ordering bespoke or non-stock items.

### Delivery

- Deliveries will be made free of charge – for up to a maximum of 2 deliveries.
- For bathroom deliveries we will contact you to agree the delivery arrangements on or before delivery day.
- Goods will be left at nearest hard standing point or inside the garage of your property (if space available). Please feel free to discuss this with your sales consultant.
- On day of delivery we request all access routes are clear and that there is sufficient space to accommodate your order.
- Any damages or shortages should be reported within 24hrs of delivery.

### Returns

- Returns may only be accepted with prior agreement, within 30 days of receipt and accompanied by proof of purchase. All items returned should be in original packaging and be in a re-saleable condition and/or may incur a restocking charge
- Some products may require inspection on site by manufacturer prior to return.
- Non-stock, specially ordered or bespoke manufactured products are non-returnable.
- For some products manufacturer testing is required before credit/refund can be issued.

### Tiles

- Full boxes of tiles can be returned within 30 days of receipt and accompanied by a valid receipt or invoice.
- Purchased sample tiles will be accepted for credit.
- Every effort is made to ensure the accuracy of the quantities derived from customer measurements - we strongly advise that you check these with your tiler.

Thank you for your custom