

Customer Notice

At Bassetts we want you to be happy with your purchase:

- Please check your order confirmation documents carefully and ensure that the item, style, colour and quantity of the products stated match what you have ordered.

In the unlikely event that you are unhappy with your purchase:

- Returns of standard items may be made within 30 days, they should be in their original packaging, in re-saleable condition and accompanied with proof of purchase.
- In some cases, it may be necessary to apply a restocking charge.
- Non-stock, specially ordered or bespoke manufactured products are non-returnable. Your Sales Consultant will highlight these items at time of order.

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

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Due to an increased volume of returns it has become necessary to amend our Sales & Returns policy. Bassetts continue to value your custom and wish to make you aware of the following:

- Returns of standard items may be made by arrangement/prior approval and accompanied by proof of purchase within 30 days.
- All agreed returns must be in original packaging and be in a re-saleable condition and will not have been fitted or installed.
- Returned items may incur a restocking charge.
Non-stock, specially ordered, or bespoke manufactured products are non-returnable*
- Electrical goods are non-returnable*
- Some products may require inspection on site by manufacturer prior to return*
- Some products may require manufacturer testing before credit/refund can be issued*
- Sensitive parts cannot be returned if sealed packages have been opened*

*Your sales advisor will highlight these items at time of purchase.

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SHADE VARIATION

The shade of tiles on display may vary from batch to batch from those we carry in stock.

It is therefore advisable to check the shade of the stock tile, if colour matching is important.