



RETURNS & GUARENTEES

THE BATHROOM & TILE BOUTIQUE

It's important to us that you're happy with your Bathroom & Tile Boutique purchase. If you're not totally satisfied you can return any product purchased within 14 days and we will give you a full refund by the same method as your original payment.

RETURNS & REPLACEMENTS.

There is a 25% restocking fee on all returns as stated in our T&C's. All returns must be in original packaging and ready for resale, any items returned to us that are deemed not fit for resale will be returned to you and not be refunded.

Any items that have been installed cannot be returned for refund.

*Please note that bespoke items are NON refundable or transferable. These will be marked on invoice.

There are no exceptions. Please make sure you check your order is correct.

We work very hard to ensure that your beautiful new bathroom reaches you in perfect condition using our own delivery vans, if for any reason you find any items damaged please contact us immediately, you have 48 hours to notify us in writing with images of any damages. After this time period no exchange or refund will be given. There are no exceptions.

What if it doesn't fit?

While we work very hard to create your plans & designs we do state on all images that your fitter/ builder checks all measurements & products to ensure the design will work within your space, We do NOT accept any liability for items not fitting and the above refund policy stands.

** We often work from measurements supplied by clients or from architects plans that can change slightly during a build.

We do offer a home measure for £50 within a 15 mile radius.

*Please note that all returns are at clients own expense, we can collect upon request and you will be charged accordingly, this will be deducted from your final credit/ refund.



WARRANTY & GUARANTEES.

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All products from The Bathroom & Tile Boutique come complete with a minimum of 12 months Manufacturers Guarantee, many products are listed with periods longer than 12 months, in these cases the period listed is still a Manufacturers Guarantee.

Should any of your products develop a fault during the manufacturer's warranty period we still ask you to contact us initially, we will then advise you on the next steps.

Different manufacturers have different procedures for dealing with faults, on some occasions we will deal with the replacement of goods on their behalf, some companies will only deal with customers directly so we will provide you with all the relevant contacts and information, they will then arrange repair, replacement or advise alternative procedures.

**All goods reported as faulty will be tested by manufacturers, if it is determined the goods are not faulty or if the faults are deemed to be caused by damage or abuse this will void any warranty, goods will be returned to you and no refund or replacement issued.