



The
BATHROOM
PLACE

EST 2002

Inspired Design & Installation



At The Bathroom Place we pride ourselves in the **quality** of installation by our installers



Inspired design & installation

Why The Bathroom Place: Fully Fitted?

Any major home improvement project or renovation can be particularly stressful especially when trying to re-design, find quality installers and ensuring the correct materials are purchased. All this will be eliminated when you choose to have your bathroom fully fitted by **The Bathroom Place**.

The experience you will enjoy starts right in one of our showrooms. Our display settings within will give you the inspiration to start changing your dream bathroom into reality. You will also have the added bonus of taking away our exclusive brochures.

Our friendly, knowledgeable 'Design & Sales Team' will firstly go through with you your needs and then a wish list of what you would like to achieve. An appointment will need to be set up for a convenient time for us to come and conduct a free 'no obligation' home survey, where we will need to take accurate dimensions and establish various other technicalities such as building works, plumbing, carpentry, electrics, wall and floor finishes.

Upon agreement to proceed, we'd like to take photographs of the existing bathroom to provide to our installation team which can prove very useful in completing the project thoroughly. We also need to establish if there is suitable placing for a waste skip for the removal of all rubbish appropriately. Often if there is no driveway and we need to site a skip on the road, a permit is required beforehand from the council - **The Bathroom Place** take care of all this. Whatever the situation, we will remove all waste and refuse appropriately.

Once all this information has been established, we can then enter it onto our design software. This gives us the basis to start plotting out different designs and configurations, which can be shown to you in virtual reality. This really is a powerful tool as it helps you, the customer, to confidently know that you have made the right decision and takes the guess work out of visualising.

Once the basic plan has been agreed on, we are able to go through with you the many different options available to you with regards to the actual fixtures.



NO OBLIGATION HOME DESIGN SURVEY - **INCLUDED**



NO OBLIGATION 3D PLANS & VIRTUAL REALITY DESIGN - **INCLUDED**



VALUE FOR MONEY & OPTIONAL COMPETITIVE FINANCE - **INCLUDED**



EXPERT ADVICE, HELP & PROJECT MANAGEMENT - **INCLUDED**



WIDE SELECTION OF PRODUCTS & FINISHING TOUCHES - **INCLUDED**



QUALITY GUARANTEE - **INCLUDED**



AFTER CARE - **INCLUDED**

The Process

You may like a cool, modern design for example with a very contemporary feel. However, maybe you prefer a more traditional feel that would blend with a traditional period property. Our sales and design team will give you all the options available so you have the flexibility of choice. We believe at **The Bathroom Place** that we offer the advice, but you as the customer, are given the freedom of choice to make the final decision.

Once this has been gone through in detail, we will then be able to cost up the project using our matrix system which takes into account every fitting and item of labour. This ensures you that the price we quote is the price you pay with no hidden extras. Assurance and peace of mind for you as the customer is what we strive for. We make this whole project an enjoyable experience.

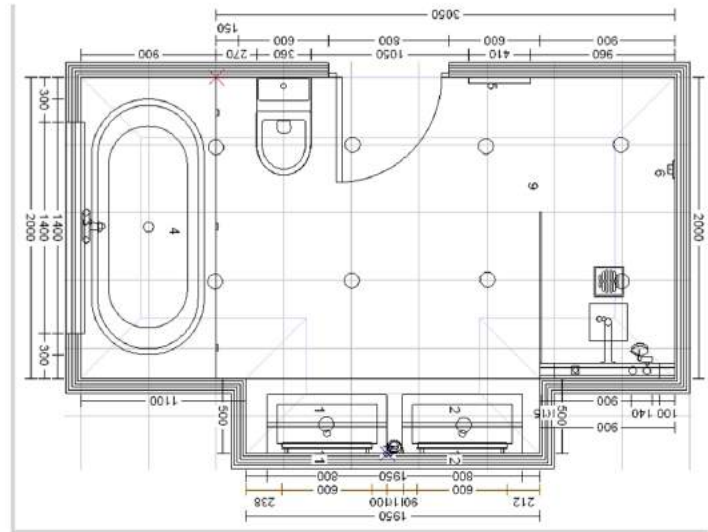
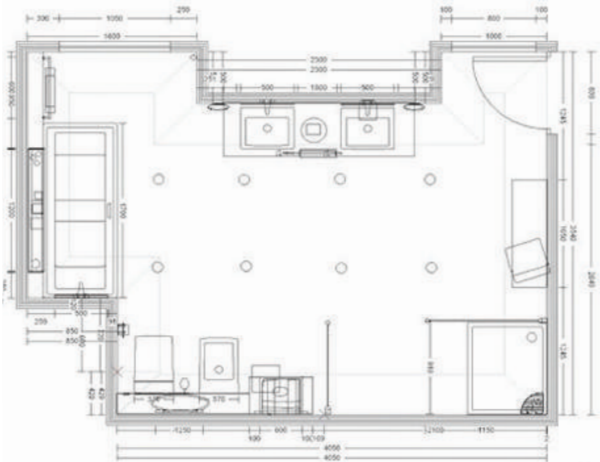
On the day that the project will begin, our installer or installers, depending on the scale of the job, will arrive and make sure that everywhere that is appropriate is dust sheeted thoroughly. A skip will arrive very shortly after (providing a skip is needed). Then the strip out process can begin. During the first day, delivery will be made of all the fixtures and fittings. It is essential they are all here from the start as dimensions will need to be taken from product to help in the first fix works.

Our installation team will remain on your project until it has been completely finished to your satisfaction. During the progress of the project our project manager will be on hand to monitor the progress and to talk to you about any questions you may have. We believe very definitely that communication between the customer, project management, and the installation team is vital in achieving a pleasurable experience.

On completion we will ask you if you would kindly fill out our customer satisfaction feedback form and we will also issue you with a guarantee certificate that will guarantee our workmanship for a period of 1 year. This is apart from the product warranties which are anywhere between 1 year and lifetime, depending on the product.

Once this has been completed to your satisfaction, we would like to take further photos to add to our portfolio of finished projects. (Again, this is subject to your approval in doing this).

Come and see us at **The Bathroom Place** for inspired design & installation.



Finance Options and Next Steps

Now that you are satisfied with what you are purchasing and what it will look like once it has been installed, payment options are gone through.

We offer two different methods:

1. 10% deposit, 50% of the balance on commencement and the remaining balance on satisfactory completion.

2. 10% deposit, and balance through our finance package through Hitachi Capital.

If option 2 is chosen then we will go through the credit application online which is a very straight forward process and an immediate decision will be given. (This process is subject to terms and conditions). Various financial options are available depending on your requirements - ask staff for more details.

On receipt of the deposit, the management process begins. You will firstly receive the order acknowledgement which is the document listing all the chosen fittings in detail along with the agreed contracted price. You will also receive the plan of your new bathroom design along with a photographic image of the chosen design. You will also receive a schedule of works and a contract which details precisely what we are contracted to do.

Our project manager will then be in touch to arrange a suitable start date for the project. Often, depending on the scale of the works involved, a further visit will be needed just to finalise on the technicalities of the project and to ensure that any complications are addressed before the job commences.

“Beautifully fitted units not only look stylish and neat, they also offer a very practical storage solution. Ask one of our Design Consultants to show you all the options and finishes available”



enquiries@bathroom-place.co.uk | 0330 123 9334 | www.bathroom-place.co.uk

Quality Guarantees and Aftercare

At **The Bathroom Place** we pride ourselves in the quality of installation by our fitters and thus are able to offer a guarantee on the workmanship for a period of 1 year. This is in addition to the product warranties which are up to lifetime, depending on the product.

After you are fully satisfied with your new fully fitted project, you will be presented with a folder containing a signed and dated workmanship guarantee, product guarantee and customer satisfaction certificates.

If an after sales issue should occur, just contact us and you can be rest assured that it will be dealt with quickly and fully - our reputation depends on it.

Frequently Asked Questions

Q. Can home surveys be carried out in the evening?

A. Yes, if you are busy during the day, we will arrange to visit you at a convenient time from Monday to Friday.

Q. Are **The Bathroom Place** fully insured against unlikely accidental damage?

A. Yes fully for your total peace of mind.

Q. Do you remove and dispose of my old bathroom suite?

A. We will remove and dispose of everything fully, that's all included.

Q. Will I be given an installation and completion time and date?

A. Yes, we pride ourselves on this.

Q. How long is the workmanship guaranteed for?

A. A full comprehensive 1 year guarantee from installation date.





Making your dream bathroom, a reality



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FIND YOUR LOCAL SHOWROOM

Thetford | Unit 1, Station Lane, Thetford, Norfolk, IP24 1ND

Kings Lynn | 20-21 Denny Road, Hardwick ind. Est, Kings Lynn, Norfolk, PE30 4HG

Dereham | 35 Yaxham Road, Dereham, Norfolk, NR19 1HD



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