



Returns Policy

Dear Customer,

We appreciate there are many complexities within the bathroom industry and the return of products does from time to time arise. We do not operate a sale or return policy. However, we do provide an option for return of products under the conditions below.

Deliveries and Collections

Any damaged items must be reported to our customer services department within 48 hours of delivery. You must hold these goods until our customer services department issues you with a return acknowledgement and arranges a collection date. These goods will be credited in full upon inspection on return to our warehouse. If you require a replacement, you must place the order with the sales team, and this will be chargeable.

Faulty Goods

Customer services to be informed of any faulty goods. All replacements will be rechargeable, and credits will only be issued upon confirmation of the fault by The Bathroom Place or after testing by our supplier/manufacturer if required. Items returned without exploring this avenue will not be credited.

Good Stock

Good stock only returns must have been purchased within the last 60 days and must only be stocked products from our current brochure. We cannot accept good stock returns that are special order or have been reduced in price for display. Any good stock returns must be in perfect resaleable condition i.e. no damaged boxes, excess tape must be clear and no writing on boxes. Good stock returns will be inspected by our customer services department and credited accordingly. All good stock items will be subject to a 25% restocking charge.

Terms and Conditions

All returns must be accompanied by a return's acknowledgment, items returned without this will not be accepted and therefore will not be credited. Orders cancelled after dispatch will be subject to 25% restocking charge. Duplicate orders sent in error and despatched will be subject to a 25% restocking charge, this also applies to a backorder as it is up to the customer to ensure all backorders are cancelled if not required.

Right to cancel order

You have the right to cancel your order within 14 days of deposit payment. All payments will be refunded within 5-8 working days. Any deposit payment will be lost if the order is cancelled after the 14 day cooling off period.

For all return enquiries please email enquiries@bathroom-place.co.uk or call The Bathroom Place on 0330 123 9334.

Everything above will help keep our level of service to your satisfaction and help us keep on top of credits for our customers. We will endeavour to process the credit through to our customer within 5-8 days once we have received the products back to our warehouse.

Yours Sincerely

The Bathroom Place Customer Services and Returns Department.

Thetford | Unit 1, Station Lane, Thetford, Norfolk, IP24 1ND.
Kings Lynn | 20-21 Denny Road, Hardwick Ind. Est, Kings Lynn, PE30 4HD.
Dereham | 35 Yaxham Road, Dereham, Norfolk, NR19 1HD.

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