

Bathroom&Tiles Warehouse



Terms and Conditions

To return a product and receive a refund under this Guarantee you need to be the original purchaser and the following procedures and terms and conditions must be adhered to:

Contact us before the 14 day deadline

You must contact us within the stated calendar days of delivery or pick up of your Product. You will need to provide us with the receipt.

Products returned have to be in 'as new' condition

To conform with this policy the Product must be received by Bathroom and Tiles Warehouse in a 100% re-saleable condition:

- AS NEW: unused, not worn or damaged, no prior installation and packaged "as new",
- INTACT AND COMPLETE: intact with all components and accessories, labels, and manuals,
- ORIGINAL PACKAGING: in all its original internal and external packaging.
- WRAPPED TO PROTECT PACKAGING: with a protective outer wrapping to protect from labels and writing on package (we recommend wrapping in plastic or equivalent).

NOTE: do NOT write on or stick anything on the Product or its packaging. Non-adherence to this condition may result in the Product return being rejected or You incurring a re-packaging fee of 10% of the purchase price of the Product(s) (subject to a minimum of \$20.00) which will be deducted from your refund.

Return within 14 days

You must return the product within 14 days of us authorising the return. Items remain your property until the point that Bathroom and Tiles Warehouse accepts them under this policy, if they decide to do so. So while they are in transit as a return they are at your risk so please ensure they are securely packed, and the shipping includes tracking and insurance. Bathroom and Tiles Warehouse will not be responsible for any return items lost or damaged in transit under this Guarantee.

Bathroom and Tiles Warehouse will determine the validity of the return

Bathroom and Tiles Warehouse has the sole right to assess the condition of the Product before approving a refund, credit or replacement.

We refund or credit the purchase price less our Delivery Costs and any repackaging fee(s)

Where the terms and conditions of this Guarantee have been met, we will accept the product as a return and approve a refund or credit. Bathroom and Tiles Warehouse will refund the purchase price of the returned product less its delivery/pick up costs if any.

Where the terms and conditions of this Guarantee have not been met, we may reject the Product as a return and disapprove any refund. If Bathroom and Tiles Warehouse rejects the return, the Product will remain your property. If the return is rejected, You may elect to arrange for collection or seek to agree a delivery of the Product back to You.