

Things You Need To Know...

Delivery

Many of our goods are delicate, so we have organized a special delivery service. All bulky items are delivered on a specially constructed A-Frame pallet. Due to the specialist nature of this service we can only offer deliveries to your door. Some items are small and therefore will be delivered by a parcel courier.

How Are Deliveries Arranged?

You will be contacted by our specialist company to arrange a convenient delivery date.

Track Your Order

All orders can be tracked online 24 hours a day. We will also send you updates by email and text message as your order progresses.

Plan & Prepare

Some items are large and/or heavy, so we advise all customers to have at least two able bodied people on site to receive the delivery.

If you have any questions, please contact us on:

0844 484 7678

We are always happy to help!

Collection

Products collected from our collection counter must be checked over before leaving our premises.

Check for damages not defects. Once in your possession your products are no longer insured by Better Bathrooms. Consequently, any claims for damages cannot be accepted.

Collection Address

Albion Park,
Warrington Road,
Glazebury,
Warrington.
WA3 5PG.

Product Detail

All products are subject to availability. All specifications are correct at time of print. While we try to ensure accurate colour representation, please be aware that the photographic process may sometimes cause colour variation. Some items in our photographs are arranged for display purposes and are not necessarily intended to be installed exactly as shown. Please refer to the instructions supplied with your product before installation.

Our Returns Policy

Please keep your receipt for anything you buy from us. It will ensure we can help you, if you need to bring something back.

Terms & Conditions*

*For a full list of our terms and conditions please visit www.betterbathrooms.com

We realise that in some circumstances you may wish to return a product.

Once your order has been confirmed and your payment has been received, your requirements may change, in which case we will be happy to offer an exchange.

We offer a 60 day exchange guarantee subject to the goods being returned to Better Bathrooms in their original condition not having been installed.

Organizing A Return?

To organize a return you must first get authorisation from our customer service team. Customer Services will send you a returns form and ID number, allowing you to return the goods without complication.

Please note: These conditions do not affect your statutory rights relating to faulty or misdescribed goods. For further information about your statutory rights contact your local authority's Trading Standards Department or a Citizens Advice Bureau.

Installation

Please read the installation instructions carefully before attempting installation. Check goods with installers before any installation takes place, so if your products are damaged, you can determine if the damage happened before or after the installation has taken place.

Water Pressure

Your home water supply maybe low or high pressure. Please check that items are compatible with your water supply before ordering. You should seek professional advice if you are unsure. Once installed the products cannot be returned.

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