

# Returns Policy

## DAMAGE RETURNS

- Baths and shower enclosures/glass should be inspected at point of delivery and should be returned on the vehicle. Damages reported at a later date on these products will not be considered for collection or credit, except in extreme circumstances.
- Items that are reported as damaged, that are found to have been fitted will not be collected or credited.
- All other damages should be reported within 72 hours and a reference number retained for future use.

## FAULTY RETURNS

- All items that have been reported as faulty will not be collected unless full details of the fault have been identified.
- Items collected, that have been reported as faulty, will be collected and evaluated by the manufacturer.
- Items collected, that have been reported as faulty, will not have a credit issued until the manufacturer has evaluated the fault, and deemed that it is suitable for credit.
- Items in an unhygienic condition to collect will require a photograph to be taken which will be sent to the manufacturer to be evaluated for credit.
- If a pump or electric shower has been fitted please contact the manufacturer's before attempting to remove the item. Removal of the item without following this procedure may result in no credit being given.
- Fitted items that are found to be faulty, in the first instance you must contact our Customer Services Department, please do not attempt to remove the item before advised to do so, a case file will be raised and sent to the manufacturer for evaluation for credit.

## SHORTAGES

All shortages must be reported within 24 hours of delivery to be considered for credit, then using CCTV technology in our warehouse we will investigate before any credit will be issued.

## NOT REQUIRED ITEMS

Items that are reported as not required can be credit providing:

- Items are in the original packaging and are in 100% re-saleable condition. Please note products will not be collected for credit if the packaging has been defaced in anyway.
- Items returned could incur a 25% re-stocking charge.
- Special order items will not be considered for collection or credit.

## OTHER REASONS FOR RETURN

Items returned for any other reason must be in the original packaging and in 100% re-saleable condition for full credit to be issued within 72 hours.

**JK Bathrooms Ltd • Heating & Plumbing Suppliers**

01344 456 534 • [jkbathrooms@mail.com](mailto:jkbathrooms@mail.com)

Unit 14 Bilton Industrial Estate • Lovelace Road • Bracknell • Berkshire RG12 8YT  
VAT No: 923 2315 55      Company Reg No: 6354334

A few of our manufacturers will not consider faulty items for credit unless a photograph has been taken of the faulty item in situ showing the nature of the fault.

We respectfully request our customers to check the coding on the box against the item that has been ordered before opening or damaging the packaging, as it may not be possible to collect and credit once the item has been opened. Items delivered incorrectly need to be reported within 48 hours to be considered for collection and credit.

#### LIABILITY

The company makes every effort to ensure that deliveries are scheduled on time. However, we will not accept any liability for loss, injury, damage or expenses resulting from any delay in delivery.

Please ensure that all required products have been delivered in perfect condition, before arranging installation.

#### HEALTH & SAFETY

If a customer wishes to return a faulty item which has been used, we must insist they do so in a hygienic way; all used items need to be covered and packed to avoid the spread of germs. It should be noted that we have the right to refuse goods not fully and hygienically packaged.



**JK Bathrooms Ltd • Heating & Plumbing Suppliers**

01344 456 534 • [jkbathrooms@mail.com](mailto:jkbathrooms@mail.com)

Unit 14 Bilton Industrial Estate • Lovelace Road • Bracknell • Berkshire RG12 8YT  
VAT No: 923 2315 55      Company Reg No: 6354334