

# BATH DEPOT/ INSIGNIA PRODUCTS RETURNS POLICY .

Whilst we at Bath Depot, Insignia Products distributors, are happy to exchange items, refund or replace and usually in excess of the normal Sale of Goods Act, your attention is drawn to the following **critical** points under which items are accepted.

To undertake the following an authorisation number **MUST** be obtained. No returns can be accepted without this.

In order to refund or exchange it is **vital** the sale of goods act is followed. This requires any / all items to be returned in the condition they were sent and fully wrapped as supplied, both within boxes and in correct supplied boxes originally without the boxes being in a "destroyed" state.

To accept any returned item of size (showers, baths, vanity units) if delivered to your address, Bath Depot will happily arrange collection free of charge. If through a product fault or through wrong size, wrong colour, etc, delivery and collection charges are made, usually approx £50.00 plus vat each direction. . If collected "in store" this item will need returning to the point it was collected. No charge made.

When an item is returned, it is checked for ANY damage not reported in the first instance at Bath Depot's dispatch warehouse. Should further damage be present the customer is informed and rejection of exchange or refund is made, offering the customer the chance of return to themselves. Providing everything checks out correctly as most do, a refund is made direct to the method of original payment / exchange goes ahead. We urge customers to photograph all parts / boxes to safeguard themselves should any dispute arise. This is usually easily undertaken by the use of a mobile telephone camera. There is no need to download unless you require to do so, as you will have the record. All items leaving Bath Depot distribution warehouse are also originally pictured and held on security tape to verify our companies' position and again pictured at the time of return inspection.

## What will our depot be checking for?

To make sure items have not been damaged by third parties

To make products have not been built/ installed

To make sure packing has been correctly undertaken to avoid damage to parts in transit, as it was delivered originally.

Providing our standard guidelines are adhered to there should be no reason for anything less than a seamless transaction.

**PLEASE REMEMBER ANY PART DAMAGED AND NOT NOTED OR AGREED BEFOREHAND IS CHARGED FOR.**

## Scale of charges:

Crates supporting outer boxes Please replace as best as possible	(no charge)
Outer boxes ripped to the point they cannot be repaired (one or more)	£50.00
Inner wrappings	Each item £25.00

**An easy rule of thumb is: Would you be happy to accept the boxes and their contents if delivered to you in the condition you are sending them back. Yes? Then no problem**

Thank you for taking your time reading this and we sincerely hope it helps you in realising your refund or replacement

**INSIGNIA PRODUCTS / BATH DEPOT UK DISTRIBUTORS**

**CUSTOMER SERVICE TEAMS.**

**Further reading on above follows should you like clarification or call 01908 317512  
CHECK YOUR RETURNING ITEM AS BELOW.**

### **Showers.**

Always check your shower for damage / broken parts etc WITHIN 48 hours of delivery. The road transport industry only allow this time frame to report if damage has occurred and will reject any claim without reservation after this period. Should you require more time to enable help, please just contact Bath Depot on 01908 317512 and this time will be extended up to a further 5 days according to circumstances. Like all companies our liability has to stop at some point and if goods are no longer in our custody or control this is the defining point. **NEVER** leave it for your installer to check items unless it is a company approved by Insignia Products /Bath Depot who will in most cases have the authority to undertake this and usually carry spare parts in the event a replacement is required. If you purchased a shower bath please read whirlpool bath section below with advice on checking your tub before install.

Why is this critical? Apart from a courier rejecting delivery damage, most damage occurs during storage or install. Past experience has unfortunately shown when a product has been stored and tradesmen are present, the need to move sections or boxes from place to place is high, this is when breakages occur! And you the customer will know nothing of this! Some installers accidentally break a part or damage it in some way during build, again as disappointing as it is we have found very few who will admit this. Glass is a common problem, breaking on install. A glass panel will not have faults in it as it is toughened glass and as such shatters into many pieces. These sections will either be broken on delivery or as new. **There is no middle ground.** On occasion we have heard from customers who have broken glass and are convinced it is faulty as it shattered whilst in their hands. This will be because the tip of the edge of the glass has been impacted with the floor or such, NOT faulty glass. Remember it only takes a small knock to a corner to shatter this type of glass but a very big knock on the main surface area.

Always report any damage of goods **BEFORE** assembly. The assembly instructions will mention this before build is commenced. Under no circumstances will assembled items will be considered for return in either part or whole so please remember this. Need to know anything? Just call 01908 317512 to confirm **BEFORE BUILD** Avoid any potential problem!

When packing items for return ensure the aluminium columns and supports are ALWAYS wrapped individually as they are supplied. Never allow these or other items to touch as they mark each other and the cost is deducted from refund. Please remember that whilst all deliveries are Kerbside, so are collections, so kindly make sure your product is available with easy access at street level.

### **Whirlpool baths.**

Prior to install PLEASE READ INSTRUCTIONS CAREFULLY! Please kindly pay particular attention to checking your bath **BEFORE** install into your bathroom. ALL baths are checked before leaving Bath Depots warehouse. The dispatch dept. will know no jets leak or on certain models the front glass panel is sealed and water proof. On occasion it has occurred some baths when installed into a bathroom either of these problems now exist. The reason for this is it has been carried, usually upstairs and by the pipes for a firmer grip or holding the bridge over the glass. Please be very careful of this as in both cases your warranty will not cover you! Holding a pipe will dislodge a jet. Holding the rubber bridge will dislodge the glass. These are the only two things to cause this.

Please consider very carefully checking your bath fully **BEFORE** being installed. Do this in an outside area, run with water for AT LEAST 15 minutes, check for leaks / scratches or damage to bath skirt. Happy? Then move to bathroom. Problem? Just slip it back in the box it came in, place all accessories back in respective boxes call 01908 317512 and report the issue. Action will be taken on your behalf. **Remember** you will not be refunded or bath replaced after this point!

### **Vanity units**

Always check within 48 hours of delivery as no refunds issued after this time. Please remove from box or crate, check the outer faces are to your expectations. Check glass or mirrors if supplied. Happy? Then go ahead and install. Problem? Slip unit back into delivery box(es) and call 01908 317512 for replacement. After install **no refunds** are given so please check carefully