

# OUR FITTING PROMISE TO YOU



**Have your bathroom fitted with  
total confidence**

“ We want buying your new bathroom to be a pleasure from start to finish, that’s why every installer we recommend has to agree to a detailed contract before they can work with us. All of which means that if we recommend them to you, you know they have to be good. Very good. ”



**WB WILLBOND**  
Bathroom Centres

## **This is what our recommended installers have to agree to deliver:**

- All quoted work must be charged for at a fair rate
- They must provide the best possible client service at a fair price
- Timescales for work to be completed must be agreed before work starts
- A written estimate/contract must be agreed between you and/or our client, preferably signed
- They must make you aware of any loss of facilities i.e. water, electric, heating etc
- They will also let you know if there will be much noise during installation so you can, if need be, make neighbours aware
- They will look to uphold the customer service levels that Willbond expects
- They will faithfully fulfil all contracts

## **Payment**

- Agree a clear payment structure before the installation starts and stick to it
- Agree what payments are required and by when.

## **Quality of workmanship. They:**

- Must be honest, courteous and polite in all dealings
- Will respect the fact that they are working in someone's house (like taking shoes off or using shoe-covers before entering someone's house)
- Must demonstrate good housekeeping skills and ALL flooring should be covered with appropriate dustsheets
- Ensure mess and tools are tidied throughout the installation
- Clear all rubbish from the room each evening
- Produce finished work to a satisfactory standard
- Dispose of any waste at the end of the project

## Safety & Law. They:

- Must maintain a safe working site until the installation is complete
- Must comply with all relevant laws, regulations and standards

## After Sales and Complaint Resolution

- Any changes to the price, timescales for finish must be explained as they occur – not at the end of the project
- They must remain polite and friendly even in a dispute

## Public Liability Insurance

- They guarantee to keep Willbond up-to-date with a copy of their Public Liability Insurance

All this is signed by the installer and Willbond to ensure the service you receive is everything you'd expect – at every stage of the process.



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Willbond. Where else!

[willbond.co.uk](http://willbond.co.uk)