

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. ”



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.



1 Glaisdale Drive East, Nottingham NG8 4GU • Tel 0115 841 8855

66 London Road, Grantham NG31 6HR • Tel 01476 512 360

600 City Gate, London Road, Derby DE24 8WY • Tel 01332 388 610

Unit 4, Chesterfield Trade Park, Lockoford Lane, Chesterfield, Derbys S41 7JL • Tel 01246 273 657

WILLBOND
Bathroom Centres

Willbond. Where else!

willbond.co.uk