

passionate about bathrooms



delivering quality

With helpful tips for you to soak up

With over a century of serving customers across the East Midlands we know how exciting having your new bathroom installed can be.

Our priority is simply to make your whole experience enjoyable and stress-free. To this end, we'd like you to benefit from our considerable experience. This simple 5 point plan has been put together to make sure that everything goes like a dream for you. Here goes!

a few minutes of your time will be priceless

You know what it's like

When you have an informal discussion, it's easy to think everyone is thinking the same thing – but often, there can be misunderstandings around interpretation.

That's why we create a written Order Acknowledgement to remove any 'grey' areas. Some elements (such as baths and showers) can be 'handed' – so we may provide you with a sketch of what we propose to order for you.

Here are five things to double check.

- Make sure all components that you need are listed. If they're not on your order acknowledgement, they won't be ordered.
- Check made to order items as these might be non-returnable.
- Check that all finishes and colours described are the ones that you want – especially shower doors/screens.
- Confirm that all elements will fit in your bathroom, through doors, stairs, corridors etc.
- Check the handing descriptions and sketches for accuracy.

Key things to think about

- Ask your plumber/installer to confirm that all components are technically suitable for your property and that the pressure and water supply are fit for purpose. Remember, any images, drawings, plans and sketches we provide are for illustration purposes only, and if your order is wrong, suppliers will often make a restocking charge to take goods back or worse, won't take the item back at all!
- Please arrange delivery of your order way in advance of your installation date. This way, if there is a problem, it can be rectified before your installation date.
- The delivery times we quote are always given in good faith. However, with the best will in the world, sometimes there are delays. We recommend that you make sure your goods have arrived before arranging installation. You'll also appreciate that to get your precise order, some delivery times are lengthy. The more time you leave, the more stress-free the process will be.

your 5 point plan to bathroom relaxation

1. Undress carefully

When checking your goods, please make sure you remove all the packaging with care. If you destroy or throw away the packaging and then identify a fault or mistake with the order, our suppliers will not be keen to take the goods back. Simply unpack carefully and re-pack until installation begins.

2. Check thoroughly

Look carefully at your goods and read any manufacturer's notice labels. A few minutes taken here can save hours of potential hassle later. If goods are fitted and then faults are found later, suppliers will not usually pay re-fixing costs. Their view is that any issues should have been spotted prior to fitting and that they are only liable for replacing the item.

3. Inspect realistically

Your goods should be fit for purpose, undamaged and pristine. However, sanitaryware is rarely without some kind of small blemish. Be realistic before rejecting goods for minor imperfections. If in doubt, simply contact our After Sales team. We'll be only too happy to advise you.

4. After Sales care

Check any guarantees applicable to your new purchases. Contact us immediately if your purchase malfunctions or deteriorates in an unacceptable fashion. We will ideally arrange for the manufacturer or supplier to visit you and resolve the issue. Please note that manufacturers often charge a call out fee which is refundable if the products are deemed to be faulty or unacceptable. Please make sure that the cleaning agents and materials you use are suitable. Manufacturers usually give clear guidance on this. Again, if you are not sure – we're here to help.

5. Read the small print

Please study our Terms & Conditions, which can be found on our website. A full copy is available on request.

Happy bathing!

WILLBOND

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