

NORTH ARCH BATHROOMS

L O N D O N

TERMS AND CONDITIONS

1. **GENERAL:**

All products that are sold and supplied by North Arch Bathrooms London (the supplier) are subject to these terms and conditions.

2. **RETENTION OF TITLE:**

All goods that are sold under these terms and conditions remain the property of North Arch Bathrooms until full payment has been received.

3. **ORDERS:**

An Order Acknowledgement constitutes a contract between the customer and North Arch Bathrooms.

4. **PRICING/QUOTES.**

Quotations will be valid for 14 days. Goods will be sold at the price listed on the final order acknowledgement.

5. **SPECIAL ORDERED PRODUCTS:**

Special order items which are ordered on request of the customer cannot be cancelled or credited once the order has been placed. This includes all furniture items and special finish brassware and any other items specified at the time of ordering

6. **DELIVERIES:**

The copy of North Arch Bathrooms delivery note must be signed on behalf of or by the customer at the time of delivery. All goods signed for will be assumed to have been delivered unless North Arch Bathrooms are notified otherwise.

1. The address on the customers contract will be the premises to which the delivery will be carried out unless agreed otherwise at the point of ordering.
2. Goods will be delivered in a single delivery unless agreed otherwise at the point of ordering.
3. Within one week of the order being placed the customer will be informed of a delivery date/dates. Whilst every effort will be made to deliver on the date requested, North Arch Bathrooms cannot accept responsibility for goods delayed by our supplies.
4. Delivery will be made to the nearest accessible point of the property. It is the customer's responsibility to inform North Arch Bathrooms of any access issues or restrictions to the property. The customer will be responsible for any costs incurred due to failed deliveries for this reason.
5. North Arch Bathrooms will carry out a kerbside delivery only. The customer must provide all necessary labour to take the goods inside the property.
6. North Arch Bathrooms cannot accept responsibility for any costs incurred by the customer due to late delivery, for example trades booked before goods are on site.

7. **SHORTAGES:**

It is the customer's responsibility to make sure the quantity delivered is the quantity stated on the delivery note. North Arch Bathrooms must be informed of any shortages or missing goods before the driver leaves the customer's site.



www.northarchbathrooms.co.uk



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Unit 1 The Viaducts, St James Lane, N10 3QX



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8. DAMAGES:

North Arch Bathrooms will not accept responsibility for damages to the goods made by the customer's labour or unloading equipment whilst being unloaded on the customer's premises. Please ensure all items are checked when being unloaded. Most importantly always check baths and shower trays as these can not be returned once unloaded.

9. DAMAGES IN TRANSIT:

Damages will only be considered if they are notified to North Arch Bathrooms by phone or email on arrival to the customer's premises and recorded on the carrier's delivery note.

10. RETURNS:

Any returns must be agreed by before returning to the supplier's premises. The goods must be in good, re-saleable condition and in original packaging and returned within 5 days of delivery. Any restocking charge will be agreed prior to the goods being returned.

11. **WARRANTIES:** All products are subject to manufacturer warranties which vary. Extended warranties must be applied for by customer.

Installations

1. Installations will proceed according to the schedule of works agreed at the point of sale
2. A Fitters Pack will be agreed on day one or two of the installation between the customer, designer and installation manager. This will be signed by the customer and the installation will proceed in accordance with this Fitters Pack. Any changes must be notified to the designer or project manager in writing prior to the work commencing.
3. Our installations are guaranteed for 1 year. Any issues arising within that time will be investigated, and if found to be an installation fault these will be remedied by our installers free of charge.
4. Our installation teams cannot be held responsible for any movement within a property over years or caused by building works outside the bathroom.
5. Our radiators installed cannot be guaranteed if the system has not been flushed according to British standards.
6. Waste will be kept to a minimum but a specified place for this must be supplied by the customer. If a skip is required to be located on the street, a permit will be required and will be the responsibility of the customer
7. Communal Hallways must be checked prior to installation to ensure we are not held responsible for any marks or scuffs on the walls. If the customer wants the walls to be protected in communal areas please let you designer or installation manager know prior to start date.
8. Surrounding areas such as hallways will be protected with floor protector and wall protector. Any wall furniture must be moved by the customer prior to start date.
9. Existing bathroom products must be removed and anything that the customer wants to keep must be removed by the customer or the project manager notified prior to start date.
10. Other tradesman can not be on site or allowed in by our tradesman unless customer gives permission in writing.
11. A cleared site space within the property must be accessible for the installation team as they will need to bring tools and products into the property and this area must be accessible throughout the installation
12. Microcement and other plaster finishes cannot be changed once applied and the colour choice must be signed for on fitters pack. Please note North Arch Bathrooms cannot be held responsible if the customer does not like the final colour or finish.



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