



✧ **BATHROOM SUITES - SHOWER ENCLOSURES - SHOWERS - FULLY GUARANTEED FITTING SERVICES** ✧

## **SUPPLY & FITTING TERMS AND CONDITIONS**

These terms relate to the supply, fitting and after-sales of any work or service provided by Distinct Bathrooms Ltd, and were last updated **21st July 2018**.

The first payment is 10% of the total supply and installation value; this is a non-refundable payment in order to secure the booking date. Upon **Commencement Of Work** the second payment is due and is 50% of the remaining owed balance. The third and final payment to be paid on the **Final Day Of Installation** and includes the remaining balance, as well as any agreed extra items or additional works.

Distinct Bathrooms Ltd. will not add charges for works unforeseen within the boundaries of the quotation. However, Distinct Bathrooms Ltd. will not be held responsible for existing building faults.

Upon agreement of any work to be carried out by Distinct Bathrooms Ltd, a date will be agreed on by both parties as to when work will start. Both parties have the right to re-arrange such date or time at any point up until 30 days before the agreed start work date. However, it may be the case that a Customer will have to wait until the next available date. The start date agreed by both parties is subject to a slight delay due to unforeseen circumstances; Customers will be made aware of any delays with as much notice as possible.

Work completed by Distinct Bathrooms Ltd. will not usually overrun its estimated time but will work additional days if required to finish the agreed work, without extra charge (providing the Customer has not added extra works or items).

Distinct Bathrooms Ltd. uses its own tradesmen where possible. In some cases, it is necessary to use subcontractors who will carry out works on our behalf. Their work will be covered under the 12 month guarantee with Distinct Bathrooms Ltd.

Plastering, building alterations, and electrics are charged separately as shown on the quotation. Any changes made to these services after this contract has been signed may incur a further charge. Cancelling/removing any of these services after the contract has been signed may still be chargeable due to contractor's costs.

All goods provided by Distinct Bathrooms Ltd. will be in a new condition (unless stated otherwise). Additionally, all items, building materials, and work carried out by Distinct Bathrooms Ltd. are covered by a 12 month guarantee. All bathroom appliances and fittings have a manufacture guarantee which extends beyond 12 months; however, they do not always cover fitting costs.

If in the first 30 days you find a product supplied by Distinct Bathrooms Ltd. that is not of a reasonable standard, you may contact us and arrange for a replacement to be provided free of charge and fitted where applicable.

Distinct Bathrooms Ltd. always aim to deliver a high quality of service and installation. If you feel this aim has not been met, please contact us so mutual arrangements can be made to rectify the situation.

All goods supplied remain the property of Distinct Bathrooms Ltd. until all three payments are made and completed.

In the circumstance of a clerical error, such as a miscalculation, Distinct Bathrooms Ltd. are not obliged to supply the products or services related to such error. It is important for the Customer as well to check

any quotations supplied by Distinct Bathrooms Ltd. to ensure that your quote is complete, accurate and to your satisfaction.

Any products quoted are subject to availability and supplier stock, should any item quoted be no longer available, we will make all reasonable steps to contact you to see how you would like to proceed, which may include changing the quotation; if applicable, these changes will be chargeable on the third and final payment.

Slight colour variations may occur in products such as panels, doors and tiles which is due to manufacturing. This is not a fault and is beyond our control.

Any products or work not listed are not included in the final quotation price. We cannot be held responsible for any additional contractual work other than work specified in the quotation, e.g. electrical work, plastering and carpentry. Any additional work required by you will be charged accordingly.

You are required to bring to our attention anything which is relevant to the products and service you require, e.g. your building is a listed building. In addition to this, you will need to obtain all necessary local authority consents, planning permissions and any other consents and permissions for relevant work prior to work starting.

Should you require any items already owned and in use to be re-used/relocated, no responsibility can be taken by us if these items are damaged during removal and relocation. Distinct Bathrooms Ltd. will try to limit any damage caused during this removal/re-fitting but unless previously agreed, our services do not include putting right any damage to tiles, decorating, painting or other items in close proximity.

This quote is submitted based on staff and contractors being able to carry out their work unhindered and uninterrupted, and are allowed continuous access to a safe working environment, with proper and free access to the property concerned, including the loft.

All services will be provided with minimum disruption to utilities and with reasonable care and skill, but should any remedial works be required as a result of our failings during installation, we reserve the right to carry out this work ourselves or appoint a suitable third party.

It should also be recognised that if an issue was to arise that does not directly affect the use of the installed bathroom, due to either a product or service provided by Distinct Bathrooms Ltd, the Customer may only withhold a maximum of 10% of the final amount agreed until the issues have been resolved. If an issue arises that severely or detrimentally affects the use of the bathroom, the Customer is not required to pay the final (third) payment until these issues are resolved.

Please ensure you have read, understood and agreed to the “12 MONTHS GUARANTEE TERMS AND CONDITIONS”, “BATHROOM MAINTENANCE AND CLEANING” and “GDPR AND DATA PROTECTION” terms.

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