

TERMS AND CONDITIONS OF TRADING

None of our terms of trade affect your statutory rights as a consumer.

Quotations

1. All quotations are valid for 30 days.

Termination

2. Goods ordered cannot be returned to us unless we have full agreement from the supplier to take the item back. Where the supplier agrees to take the product back a re-stocking charge of between 25% and 50% of the sales price will apply. No credit will be allowed on these goods until the Company has received credit from the supplier.
3. Bespoke items cannot be cancelled or returned once an order has been placed with the manufacturer.
4. In all cases the item(s) must be in the unopened and undamaged original packaging.
5. The deposit is not refundable.
6. The Company can only accept the return of tiles in complete boxes and within 21 days their arrival into stock onto the Company's premises.

Payment

7. Payment of the total price, including any extras, less deposit shall be payable to the Company within 14 days of delivery to the customers property. Time of payment is of the essence.
8. Cheques should be made payable to Nigel Atkinson's Bathroom Emporium Ltd. Overdue accounts will incur interest charges at the rate of 3% per annum over NatWest base rate.

Delivery of goods

9. Delivery dates given by the Company are for guidance only. Time shall not of the essence to any contract to which these terms of trading apply (except in respect of payment to the Company).The Company will not be liable for any delay or the consequences of any delay in delivery or performance of its obligations under the contract howsoever caused. The Company shall not be liable to any customer, firm, company or person in respect of any claim for any loss of profit, consequential loss, or damage.
10. Each delivery, or part delivery represents a separate contract and failure of any delivery or part delivery shall not vitiate the contract in respect of any other delivery or other part delivery.
11. The Company's deliveries are to the ground floor of the customer's residence site.
12. From the time of the goods are delivered to the customer's residence or site, any loss or damage to the goods shall be at the customer's own risk.
13. Any claim in connection with damage to goods must be passed to the Company within five working days otherwise it is deemed to have been waived. In the event of damage the Company will endeavour to claim compensation on customer's behalf from the carrier or manufacturer.

Product Guarantee

14. All products are covered by the terms and conditions of Manufacturer's Guarantee which are supplied with the product and are for a period of 12 months, unless otherwise stated by the maker.

Disclaimer

15. The Company is a retailer and is not a technical expert in the field of heating, plumbing or bathroom installation. The customer agrees that any advice given by the Company's member of staff will not be relied upon without verification from a suitably qualified professional. The Company accepts no responsibility for any damage caused by a customer's reliance on any such advice.
16. The Company is not responsible in any way whatsoever for the installation of products. Should customers have any queries regarding installation they should contact the installer direct.

I have read and agreed with the terms and conditions

Signature

Date