

Special Orders



Made to order items purchased from The Bath Works cannot be cancelled or returned as unwanted.

Made to order items are specifically altered or manufactured at your request such as, whirlpool baths, colour changes, alternative worktops, pre-cut products, fitted furniture, special finish brassware etc.

Installation



We do not accept any liability for any damages caused to a product due to incorrect installation practices. Failure to engage the services of a suitable qualified installation tradesman may void any warranty. The Bath Works cannot be held responsible for insufficient or excessive water pressure. It is paramount that before starting installation a qualified plumber must ensure any showers, pumps, taps etc purchased are suitable for your water system. Please note, that any item within the guarantee period will be replaced if the damage was not caused by the customer/installer. The cost of the labour for the replacement of the item will not be covered by The Bath Works. Shower glass will be ordered once the wall covering to the shower area has been completed, as dimensions may differ from original sizing.

Installers



We are happy to provide you with a list of installers who regularly purchase from us and have installed our products however, we cannot be held responsible for their work.

Your finished bathroom

We hope you enjoy your new bathroom and would like to take this opportunity to thank you for choosing us at The Bath Works.

As a local, independent business, we rely on recommendations and would really appreciate a review on google for the showroom of which you have dealt with.

We would love to see photos of your finished bathroom, please feel free to email them to sales@thebathworks.co.uk

We are proud to be winners of and nominated for various awards.



Southbourne:

📞 01202 525211
📍 10-12 Portman Terrace,
Bournemouth, BH5 2HP
✉ sales@thebathworks.co.uk

New Milton:

📞 01425 600230
📍 118 Gore Road, New
Milton, BH25 6SJ
✉ sales@thebathworks.co.uk

ORDER NUMBER: _____

DESIGNER: _____

THE BATH WORKS

Bathroom interiors are what we do best



Client & Installer Handover Booklet

Please ensure you read each section of this booklet before you order or unwrap any products and before installation; as it contains important information about your products.



CAD Drawings, Itemised Sales Order & Tile Quantities



Please note that CAD drawings are for guidance only and final checks must be made by the customer/installer prior to order. The Bath Works are not responsible for incorrect measurements or quantities supplied by you or your installer.

Please relay the information within this booklet to your installer. Should you require an extra copy, please visit your nearest showroom or request a pdf version.

The Bath Works cannot be held responsible for any incorrectly ordered tile quantities. It is your responsibility to ensure the quantity is correct before delivery. We cannot guarantee to match batches of tiles to a previous order if you require additional boxes later.

It is your responsibility to check you have the correct tile before installation. Reporting incorrect tiles delivered after installation will not be accepted.

It is not unusual for a small portion of tiles to be damaged to some degree upon delivery. These damaged tiles can be used for off-cuts. However, if an unacceptable amount has been damaged, please contact The Bath Works team immediately to report this and arrange replacements.

Delivery.



Delivery dates and lead times are given in good faith and may be subject to change.

Any access issues and restrictions regarding your property must be reported to us when delivery is arranged with our team or after placing an order.

Please have able-bodied help at hand to assist our delivery driver. Please note that we will only deliver to the ground floor.

We do not accept any liability for damages caused to your property inside or outside.

It is the customer's responsibility to check for any items damaged and/or missing from a delivery and report to us within 48 hours. Any incomplete deliveries must be reported to The Bath Works within 48 hours of delivery.

It is recommended to photograph any damaged items or damaged packaging on delivery as evidence and email this to sales@thebathworks.co.uk

We reserve the right to inspect the damaged items and/or packaging before we accept a request to repair, replace or refund.

You will be informed when the last item from your order has arrived and your order is complete. From this point you have two weeks to receive your order, otherwise storage charges may apply. Please note you have up to two deliveries free of charge.

Returns



For a return, items must be in a resalable condition with original and undamaged packaging (defaced) with no signs of tearing to any form of packaging, also unused and no sign of installation.

We do not cover damaged or faulty items which have become neglected by you or your installer or become damaged due to poor maintenance.

Please ensure that all items are stored in the correct way prior to installation. If you are unsure of this, please ask your installer or our team who can advise you.

We are unable to accept the return of opened shower enclosures, shower doors or bath panels unless they have been confirmed as faulty. Opened packaging renders the item as not being in a resalable condition.

Any damage reported outside of the 48 hours will be assumed to have been caused whilst in your possession. Items collected from the branches, must be checked for obvious damage and any missing items reported before leaving the store.

Spare tiles which are surplus to requirements cannot be returned as unwanted when purchased from The Bath Works.

Please allow our staff time to resolve any issues. They will need to contact our suppliers and await a decision/plan of action. They will be in contact with you as soon as they have received their replies.