Bathroom Design & Installation

Terms & Conditions

These Terms & Conditions are designed to provide clear expectations for both the customer and our company throughout the design, supply and installation of your new bathroom.

By accepting our quotation and instructing us to proceed, you agree to these Terms & Conditions.

1. Quotation & Scope of Works

Your quotation sets out the products and works included within your bathroom project.

Anything not specifically included within the quotation or agreed scope of works will be treated as additional work and may incur an additional charge.

Our quotation is based upon the condition of the property and information reasonably available to us before work begins.

Bathroom renovations can uncover concealed problems that cannot reasonably be identified until the existing bathroom, tiles, walls, floors or fittings have been removed.

2. Bathroom Design & Customer Approval

The customer is responsible for checking and approving the bathroom design, layout, colours, finishes and product specification before products are ordered.

Please check product choices, colours, finishes and the proposed layout carefully.

Once the design and specification have been approved and products ordered, subsequent customer-requested changes may incur additional charges.

Where alterations are requested after installation has commenced, additional labour and materials may also be chargeable.

3. Unforeseen & Additional Works

Occasionally we uncover problems that could not reasonably have been identified before work commenced.

- Rotten or damaged floors or joists
- Water damage or previous leaks
- Defective or unsuitable plumbing
- Inadequate existing pipework
- Electrical problems
- Structural defects
- Damaged walls or substrates
- Previous poor-quality workmanship
- Concealed services
- Other hidden defects

Where additional work is required, we will explain the problem and provide a price before undertaking the additional work wherever reasonably practicable.

Additional works must be authorised by the customer and, where requested, paid for before those works are undertaken or the main installation continues.

Where extensive unforeseen works are discovered, the customer is entitled to obtain alternative quotations for those additional works.

We always aim to provide a fair and reasonable price for unforeseen work. We understand that unexpected works can have a significant financial impact and will always look for a practical and cost-effective solution where possible.

We strongly recommend that customers maintain a reasonable contingency budget when undertaking any bathroom renovation.

4. Payment Schedule

A payment schedule will be provided before installation begins.

Payments must be made in accordance with the dates or stages shown on the agreed payment schedule.

If an agreed payment is not received when due, we reserve the right to pause the installation until the outstanding payment has been received.

Where work is paused because payment has not been made, the original installation programme may no longer be achievable. Work may need to be rescheduled around our other existing commitments.

The customer should not withhold an entire stage payment because of a minor snag or outstanding item that does not materially prevent completion or use of the bathroom.

Any specifically agreed final retention will be dealt with in accordance with the agreed payment schedule.

5. Customer-Supplied Products

Where we supply products as part of your quotation, we will deal with our suppliers regarding damaged, defective or incorrectly supplied products.

Where the customer purchases products independently, including products purchased from online retailers or other third parties, responsibility for the supply, specification, suitability, condition and replacement of those products remains with the customer.

We cannot accept responsibility for delays caused by customer-supplied products being:

- Damaged
- Incorrect
- Incomplete
- Defective
- Unsuitable for the proposed installation
- Delivered late
- Not delivered at all

Additional labour, alterations, visits or installation time resulting from problems with customer-supplied products may be chargeable.

Where a customer-supplied product develops a fault after installation, labour required to remove and reinstall a replacement product may also be chargeable unless the problem resulted from our installation workmanship.

6. Product Returns, Restocking & Logistics Charges

Where a product has been ordered specifically for your bathroom installation and you subsequently request that it is changed, cancelled or returned, this will be subject to the relevant supplier or manufacturer's returns policy.

Suppliers and manufacturers may apply a **restocking charge of up to 40% of the product value**.

Additional collection, carriage, delivery or other logistical charges may also apply.

These charges are determined by individual suppliers and manufacturers and are outside our control. Any applicable charges may therefore be passed on to the customer.

Some products, including bespoke, made-to-order, special-order or customised products, may not be returnable.

Products can only be returned where the relevant supplier agrees to accept the return and where the product complies with their returns conditions, including requirements relating to packaging, condition and the period since supply.

Where a product is being returned because it was incorrectly supplied by us, is faulty, or the customer otherwise has a legal right to reject it, this section does not affect the customer's statutory rights.

7. Customer Changes of Mind After Ordering

Once the customer has approved the bathroom design, quotation and product specification and orders have been placed with our suppliers, those products are considered approved by the customer.

If the customer subsequently changes their mind regarding a product, colour, finish, size, style or specification, we will try to accommodate the requested change where reasonably possible.

Any resulting additional costs will normally be the customer's responsibility.

- Replacement products
- Supplier restocking charges
- Collection and logistical charges
- Additional delivery charges
- Additional labour
- Alterations to work already completed
- Additional visits
- Changes to plumbing or electrical work
- Changes to the installation programme

Bespoke, made-to-order, special-order or customised products may be non-returnable and may therefore need to be paid for in full.

Where a customer-requested change affects the installation programme, we cannot guarantee the original anticipated completion date.

This does not affect the customer's statutory rights in relation to faulty or incorrectly supplied products.

8. Product Availability, Damage & Supplier Delays

We make every reasonable effort to ensure products are available and checked before or during installation.

Bathroom products pass through manufacturers, distributors and transport companies. Occasionally a product may arrive damaged, contain a manufacturing defect, be incorrectly supplied or become temporarily unavailable.

Where this occurs with products supplied by us, we will work with our supply chain to obtain a replacement or suitable solution as quickly as reasonably possible.

Supplier, manufacturer and delivery delays outside our reasonable control may affect the installation programme.

9. Installation Schedule

We will provide an anticipated programme for a standard bathroom installation.

Unless specifically guaranteed in writing, completion dates are estimates.

Bathroom renovations involve multiple trades, materials, products, drying times and existing building conditions.

An installation can occasionally take longer because of unforeseen works, supplier delays, damaged products, manufacturing problems, curing or drying times, customer changes or circumstances reasonably outside our control.

We will make every reasonable effort to keep your project progressing efficiently and will keep you informed of significant changes to the anticipated programme.

10. Installer Arrival Times

Our installers will normally arrive between **8:00am and 9:30am**, unless otherwise agreed.

Arrival and departure times may vary depending upon the particular stage of the installation, material collections, supplier visits and other reasonable operational requirements.

We will endeavour to keep you informed throughout the project.

11. Project Management

Your project will be managed collectively through our installation team and office.

Project management may include:

- Telephone conversations
- WhatsApp communication
- Emails
- Photographs and videos
- Video calls
- Site visits and meetings

On-site meetings with installers or members of our team will be arranged where necessary.

A project does not necessarily require a dedicated project manager to be physically present at the property every day.

12. Communication

Important communication regarding the project should be made directly through our office by telephone, WhatsApp or email.

Any change affecting the design, price or scope of works discussed directly with an installer should also be confirmed through the office.

This allows us to maintain an accurate record of the project and reduces the possibility of misunderstandings.

13. Customer-Requested Changes During Installation

Changes requested after installation begins may affect both the price and completion date.

- Product selection
- Tile layouts
- Sanitaryware positions
- Plumbing positions
- Electrical positions
- Furniture
- Shower equipment
- Lighting
- Decoration
- The original bathroom design

Where reasonably possible, we will explain any additional costs before undertaking the change.

Changes should be authorised through the office.

14. Existing Property & Incidental Damage

Bathroom installation is intrusive building work.

Removing tiles, sanitaryware, flooring and pipework and installing concealed plumbing, shower valves, electrical equipment and other products can sometimes disturb surrounding finishes.

We will take reasonable care to protect your property and minimise unnecessary damage.

However, reasonable incidental disturbance that is unavoidable when carrying out the agreed works may occur, particularly where existing walls, floors or ceilings must be opened to access concealed plumbing or services.

Where damage is caused by our failure to exercise reasonable care and skill, we will deal with the matter appropriately.

Pre-existing damage, concealed defects and damage that could not reasonably have been anticipated before opening walls, floors or other surfaces may constitute additional work.

15. Existing Plumbing, Water Pressure, Boilers & Electrical Systems

Our quotation relates to the agreed bathroom works and does not automatically include upgrading unrelated existing plumbing, electrical systems, boilers or other areas of the property.

The performance of showers, taps and other bathroom products may depend upon the customer's existing boiler, hot-water system, water pressure and flow rate.

Where existing services are discovered to be unsafe, defective or unsuitable for the proposed installation, additional works may be required.

Where reasonably practicable, we will explain this to the customer before proceeding.

16. Tiles & Natural Variations

Tiles, stone and other decorative products can contain reasonable variations in shade, pattern, texture and dimensions.

Where additional tiles are ordered subsequently, an exact batch or colour match cannot always be guaranteed.

Customers should approve important tile layouts, feature walls, patterns and grout choices when requested before permanent installation.

17. Customer Access & Working Area

The customer must provide reasonable access to the property during agreed working hours.

The bathroom and reasonable access routes should be cleared of personal, valuable and fragile belongings before work begins.

Water and electricity must normally remain available throughout the project.

Children and pets should be kept safely away from working areas, tools and building materials.

18. Waste & Existing Products

Removal and disposal of the existing bathroom and building waste will only be included where stated within the quotation.

Unless agreed otherwise, products removed during demolition may be disposed of.

If you wish to retain an existing item, please inform us before removal.

19. Photographs, Videos & Installation Records

We may take photographs and videos throughout your bathroom installation to maintain a record of the work completed.

These records may be used for:

- Project management
- Quality control
- Installation queries
- Warranty matters
- Recording concealed works before they are covered

We may also use photographs or videos of completed bathroom transformations for our portfolio, website and social media.

Please inform our office if you do not consent to photographs of your completed bathroom being used for marketing purposes.

We will not intentionally publish personal information identifying the customer without permission.

20. Completion & Sign-Off

Once the bathroom is substantially complete, a completion/sign-off inspection will be arranged where appropriate.

Our installer or another member of our team will ask the customer to identify any outstanding items or snags.

These can then be recorded on our completion or snagging form.

The existence of minor snagging items does not necessarily mean that the bathroom installation is incomplete.

21. Snagging & Settling Period

Bathroom installations involve numerous materials, products and finishing processes.

Occasionally minor snagging items may become apparent after the main installation has finished.

Please report any snagging directly to the office as soon as reasonably possible.

Certain materials, seals and finishes may also undergo a normal settling or curing period following installation.

Where an issue relates to our workmanship, we will arrange for it to be inspected and, where appropriate, rectified within a reasonable period.

22. Silicone, Grout & General Maintenance

Silicone seals, grout and other finishes require normal household maintenance and can deteriorate over time depending upon ventilation, cleaning products, movement and usage.

The customer is responsible for routine cleaning and maintenance following completion.

Manufacturer care and maintenance instructions should be followed.

23. Ventilation & Condensation

Bathrooms naturally produce significant amounts of moisture.

Customers are responsible for appropriately using and maintaining ventilation and heating following completion.

We cannot accept responsibility for condensation, mould or moisture problems resulting from inadequate ventilation, inappropriate use or lack of maintenance, except where the problem results from work for which we are legally responsible.

24. Manufacturer Warranties

Individual bathroom products may carry manufacturer warranties.

Warranty periods and conditions vary between manufacturers.

Manufacturer warranties are separate from our responsibility for our installation workmanship and do not affect your statutory rights.

25. Customer Inspection During Installation

We encourage customers to inspect the installation as it progresses and raise questions or concerns promptly through our office.

If something does not appear consistent with the agreed design or specification, please tell us as soon as possible.

Early communication allows potential issues to be addressed before subsequent work is completed.

26. Parking, Permits & Access Charges

Unless specifically included within the quotation, the customer is responsible for making us aware of parking restrictions, permits, congestion charges or other access restrictions affecting the property.

Any unavoidable parking, permit or access costs incurred specifically for the project may be chargeable where these have not already been included within the quotation.

27. Hazardous Materials

If suspected asbestos or another potentially hazardous material is discovered, work in the affected area may need to stop immediately.

Specialist inspection, testing or removal may be required before work can continue.

Associated specialist costs and delays are not included within our quotation unless expressly stated.

28. Customer-Caused Delays

Where the project is delayed because the customer cannot provide access, changes the agreed specification, has not supplied required products or information, or otherwise prevents scheduled work from proceeding, additional costs may be incurred.

We may also need to reschedule the remaining installation around our existing commitments.

29. Direct Arrangements With Installers

Any additional works or alterations relating to your bathroom installation must be arranged and authorised through our office.

Customers should not privately instruct our installers or tradespeople to undertake additional works as part of our contracted installation without authorisation from the office.

We cannot accept responsibility for separately arranged private work that does not form part of our contract.

30. Respectful & Safe Working Environment

We expect our installers and staff to treat customers, their homes and their property respectfully.

We equally require customers and anyone present at the property to treat our staff and installers respectfully.

We reserve the right to suspend work where our staff or installers are subjected to threatening or abusive behaviour or where site conditions present a genuine health and safety risk.

31. Working From Home & Construction Noise

Bathroom installation involves building and construction work and will inevitably create noise throughout various stages of the project.

This may include:

- Drilling
- Cutting
- Hammering
- Removing tiles and flooring
- Plumbing works
- Power tools
- Extraction equipment
- General construction noise

Noise levels are normally highest during the **first few days of the installation**, when the existing bathroom is being removed and preparation works are being undertaken.

However, noisy work may be required at any stage of the project.

If you work from home, please bear this in mind when arranging meetings, telephone calls or video calls during the installation period.

Unfortunately, we cannot guarantee quiet periods or stop essential installation work to accommodate work calls unless this has been specifically agreed in advance.

Where possible, our installation team will be considerate and may be able to advise you when particularly noisy work is expected.

However, the requirements of the installation programme must take priority so that we can complete your bathroom efficiently and within the anticipated programme.

We therefore recommend that customers working from home make suitable alternative arrangements for important calls, meetings or periods requiring a quiet working environment during the installation.

32. Our Commitment

Bathroom renovation is significant work within your home and occasionally unforeseen issues can arise.

Our approach is to communicate clearly, find practical solutions and treat our customers fairly.

Where there is a genuine problem with our workmanship or something for which we are responsible, we will work with you to put it right.

Nothing within these Terms & Conditions is intended to restrict or exclude any statutory rights or remedies available to the customer under applicable UK consumer law.