

Brighter Bathrooms Terms of Business

Making A Purchase

To make a purchase, just browse our catalogue, and click on any items that you wish to buy and put them into the shopping basket. After you have finished your selection, click on 'Go To Checkout' and you will be asked for a few details that we need to be able to satisfy the order.

We accept credit or debit card payment using Mastercard, Solo, Switch or Visa.

All items remain the property of Brighter Bathrooms until paid for in full.

Money Back Guarantee

You may cancel your order at any time between the day the order is placed and the end of the 7th working day following the day on which your goods are received. Please note that when returning rejected goods, the package and contents must be in perfect condition. Please call us to arrange collection of the returned goods. You are responsible for the cost of returning the goods safely to our warehouse. We will refund your money within 30 days of cancellation, less any delivery costs incurred. Returns outside this period will not be accepted. Please note the money back guarantee does not apply to goods made to order.

Damaged Goods

Please inspect goods thoroughly before signing or if this is not possible sign the proof of delivery note as 'Unchecked'. You must inform us in writing (by post or email) within 72 hours of delivery if any goods are damaged or missing. We cannot accept liability for damaged goods if you do not inform us in writing within 72 hours of delivery.

Shipping And Handling

To ensure your order reaches you in perfect condition, we send fragile items via careful, door-to-door delivery service. We do not normally deliver outside the UK. Please ensure that someone is available to help the driver take delivery of bulky or heavy goods. If you are unable to assist the driver, please inform us in advance so that we can arrange for a porter to be available.

Delivery

We aim to deliver in 5-10 working days. Delivery for bulky and fragile items (eg baths, ceramics, shower enclosures, mirror cabinets etc) will be £40 and non bulky items (eg shower valves, taps) will be £9.50. The cost of delivery will depend on the products you order, and can be seen in the Basket page prior to placing your order. If goods are ordered at the weekend or on a bank holiday, the order date is taken as the following working day for delivery purposes. NB We endeavour to deliver all goods on time, however please do not book your installer until goods have been safely received complete and in perfect condition in case there is unexpected delay or damage to the delivery.

Back Orders

If your item is not in stock, we will back order for you. You have the option to cancel your order if you would rather not wait.

Tax

All orders are subject to 17.5% VAT which is included in the prices shown.

Credit Card Security

Your credit card payment is taken securely by Protix and processed by Barclays Merchant Services. All credit card numbers are encrypted in the software when the order is placed using 128 bit encryption. They are only decrypted after they reach Protix's computer.

Guarantee

All goods are guaranteed for a minimum of 12 months. On some products there is an extended guarantee, and in such cases the extended period is outlined in the product's description. All product guarantees cover parts only. Your statutory rights are not affected.

Reaching Us

If you need to reach us, please email us at <http://www.brighterbathrooms.com/bathroom.php/contact-us>, or alternatively, you can call on 0845 676 2061 or write to us at Brighter Bathrooms Head Office and Distribution Centre: Unit 3, 14 Greycaine Road, Watford, WD24 7GP. Office hours are 9am to 5.30pm Monday to Friday.

Privacy Policy

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service. Information is collected as a result of contacting us, placing an order, or requesting registration. We store lists of email addresses which we use to send out information about our products and services. If you do not wish to receive such emails, we will remove them if you email us at <http://www.brighterbathrooms.com/bathroom.php/contact-us>. There is no need to fill in the body of the email provided the subject is left as "unsubscribe". The type of information we will collect about you includes:

- your name
- address

- phone number
- email address

We will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct them promptly. The personal information which we hold will be held securely in accordance with our internal security policy. If we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first. We may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

Remittance Terms

We accept Visa, Mastercard, Switch and Maestro. Your payment is taken online through Protix's encrypted computer - the most secure way to buy.