

Online Return Request

Dear Customer,

Thank you for contacting customer services regarding the items you purchased from Bathroom City that you wish to return.

You have already confirmed that the items arrived safely undamaged and that you have not attempted to install the item and all items are in the original packaging. The next step is to arrange your return and refund as soon as possible.

You will be provided with a dedicated returns number which will be emailed to you once you have completed the following returns stages. Unfortunately, we are unable to accept returns without your dedicated customer returns reference number. Any parcels / deliveries without this reference will be rejected at our goods inwards. Please obtain your reference number to ensure your refund is processed.

As per the Terms and Conditions the goods will need to be returned to us at your own cost either by yourself or via courier.

Please complete the following:

Stage 1: Checklist.

CHECKLIST FOR RETURNED PRODUCTS

Before you complete the return form, please review the checklist below to ensure the items you wish to return meet the required criteria for our returns policy.

- All items item/s are in the original packaging and a resaleable condition
- The items have not been fitted or attempted to be fitted or assembled.
- I received my order within the last 14 days.
- I have changed my mind and wish to return the item/s for full refund

Stage 2: Reason for the return.

- I did not like the colour / shape
- The products will not fit
- I do not like the quality of the products.
- I have just changed my mind and wish to return the item

Thank you for your feedback.

INFORMATION REQUIRED FOR A RETURN

For your dedicated customer returns reference number, we will require you to fill out the information below. and email the signed form to our customer service team. The email address to send the form to is customerservice@bathroomcity.co.uk

Please note your 14 days to return the item/s to us starts the day you notified us of your wish to return the goods.

Order Number:

Name:

Number of products you are returning:

Codes of items you are returning.....

.....

.....

Method of return:

Company Name:

The date the goods will be returned:

Signed (Your signature)

[I confirm I have read and understood the conditions and process of Bathroom City returns/ refund procedure.](#)

Thank you for providing the required information, please email the signed form to our team and they will provide you with a return number document, please ensure your returns number /document is clearly visible on the boxes or pallets that you are returning.

Long Distance Selling

As a long-distance customer (online or via phone) you have the legal right to return any undamaged and unused products for a full refund.

We **strongly advise** all customers to take out additional insurance with their chosen transport/ delivery company to cover the full cost of the products they are returning. Please ensure you have sufficiently packaged the return items to ensure they are suitable for your method of transport. If your return arrives damaged due to your return transportation method our returns quality control department will have no alternative but to reject your claim for refund.

If you are unsure if the items meet the above criteria, please email our customer service team with images of the product who will be able to advise you. We are unable to advise or recommend transport or delivery companies.

Please carefully consider your method of your return along with any necessary packaging.

We recommend you return the items in person to our warehouse to ensure the products arrive safely.

Please check opening times for our warehouse for returns.

RETURNING THE PRODUCTS

Now you have chosen your method of safe return of your products to Bathroom City and have your returns reference number.

Please do your final check list

- You have attached the Unique returns document to the **external packaging** of your parcel. (Not product boxes – items will be deemed as unsaleable condition – do not mark product boxes)
- You have taken out the necessary insurance to cover your return. (Items that arrive damaged will not be refunded by Bathroom City)
- You have applied sufficient additional packaging suitable for you chosen method of safe return
- Order Returned outside of the returns date will be refused please ensure the return date is within the time period.

Please return the items to:

**Bathroom City
Unit 15, Seeleys Road
Tyseley
Birmingham
B11 2LQ**

WHAT HAPPENS WHEN WE RECIEVE YOUR RETURN?

- All goods will be inspected by a quality control officer to be authorised for refund.
- Accepted returns will be refunded via the original method of payment. Items paid via Sage pay or PayPal this can take up to 14 days for the payment to appear in your account. Orders paid over the phone – The Accounts department will need to contact you to obtain card details.
- Rejected items after inspection – Our Quality Control Officer will contact you with a detailed report regarding the refusal. The decision made by the quality control officer is final
- If the goods are deemed unsuitable/ damaged or do not meet our criteria it will be your responsibility to collect or arrange a collection of the items within 7 days from our warehouse. Any items not collected within 7 days will be disposed of.

If you have any other enquiries, please email our customer service team at customerservice@bathroomcity.co.uk

