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Bathroom Installation Service Terms and conditions – Updated May 2024

We want you to enjoy the process of choosing your new bathroom. To make your project run as smoothly as possible without any undue worry or concern we fully manage your bathroom project from design to completion.

- We will remove and dispose of all existing fixtures and fittings and carry out any light building works during the installation process.
- Our installations are signed to meet building regulations where appropriate and a Part 'P' certificate is issued when electrical work is carried out.
- Any work that involves your Gas boiler / heating system will always be carried out by one of our highly efficient Gas Safe registered sub-contractors.
- As part of our installation process we will make good any issues that may occur due to work we have carried out on your project.
- We offer full guarantees for all work installed by us and treat your house with the utmost respect and consideration throughout the duration of the works.

In these Terms & Conditions the term "the Company" means Coastal Bathroom Studio Ltd. The term "the Customer" means the person, firm or company purchasing the services and / or goods. Each delivery of goods / work carried out by Coastal Bathroom Studio shall be deemed to be a separate Contract to which these Terms and Conditions shall apply.

Acceptance

All orders placed with the Company shall be deemed to be subject to these terms and conditions and these are the only terms and conditions on which Orders and Contracts are accepted.

Price and payment

All prices are in pounds (£) sterling, inclusive of VAT, unless clearly stated otherwise. The Company accepts bank transfer credit/debit or American Express (Amex) cards as a form of payment for goods and services. Please note: we do not accept cash or cheques as payment.

Prices may change at any time in line with supplier price increases prior to (but not after) payment of your deposit and confirmation of your installation date.

In the circumstance of a clerical error, such as a miscalculation, Coastal Bathrooms are not obliged to supply the products or services related to such error. It is important for the customer to check any quotations supplied by Coastal Bathrooms to ensure that your quotation is complete, accurate and to your satisfaction.

Coastal Bathroom Studio requires that a deposit of 50% of the total value of the Contract (cost of goods and / or services quoted) be paid on acceptance of our quotation. A signed copy of these Terms & Conditions and a customer acceptance form must also be provided with this deposit. In addition, a payment of a further 25% is required prior to delivery of the goods with the balance becoming payable within 5 days of completion of the Contract.

Any extra works required by the customer in addition to those quoted for must be agreed in writing by the company before being carried out by our installers. The cost of these will be added to the final instalment of your bill unless of a sufficient sum to require a deposit.

In the event that anything unforeseen affects the installation process that will incur extra cost, installation will be halted and any extra costs will be agreed by both the company and the customer prior to works re-commencing. The cost of these will be added to the final instalment of your bill unless of a sufficient sum to require a deposit.

Customers are required to bring to our attention anything which is relevant to the products and service you require, e.g. your building is a listed building. Customers will need to obtain all necessary local authority consents, planning permissions and any other consents and permissions that may be needed for relevant work prior to work starting.

Delivery and installation

The Company will make every effort to effect delivery and installation as quoted but will not be liable for loss or damage caused by delay that is beyond our control. As part of our project management service the designer will liaise with both the customer and installers and will give as accurate dates as possible for both starting and completion of the works.

These dates are approximate and we cannot be held responsible for any delays that should occur that are beyond our control. The Customer will afford access to the premises at which the installation carried by the Company is taking place at all reasonable times required by it for the purpose of this agreement.

Customers must be aware that the fitting process will require additional space inside the premises, for tools and storage of new bathroom goods. The use of a garage or additional room is helpful, but not essential.

Tiles and wall coverings are generally overestimated to allow for cuts etc and to reduce the risk of running short. This may mean you will be left with some left over. Unfortunately, Coastal Bathrooms cannot refund any leftover material. (tiles, vinyl or click flooring and boarding off-cuts). It is also recommended for the customer to keep a small quantity of extra tiles as each batch has a variation in shade and if any remedial works are required in the future it is unlikely we can obtain tiles that are a perfect match.

We generally only fit the bathroom products we supply. This ensures a smooth supply chain during the installation and also ensures we provide our customers with tried and tested products. If we discover a product defect during your installation, we will arrange a replacement as soon as possible. Delivery of replacement items to Coastal Bathrooms is dependent on supplier dispatch times and can sometimes cause a delay. Coastal Bathrooms cannot be held responsible for product manufacturing issues, however, we will act in your best interests in order to keep your installation running as smoothly as possible.

Liability Limitations:

Should we be requested to fit any bathroom products not supplied by ourselves, this will be at our discretion and our 2 year installation guarantee will be void for those products. Coastal Bathrooms can only install customer supplied products to the best of our ability and a high standard of finish cannot be guaranteed. We reserve the right to suspend the project if issues are encountered with products not supplied by ourselves that cause delays that will effect our work program. In such cases the work will be completed at our earliest convenience once replacement items have arrived with the customer.

Should you require any items already owned and in use to be re-used/relocated, no responsibility can be taken by Coastal Bathrooms if these items are damaged or malfunction during removal and relocation.

Cleaning and Maintenance

Do not expose any product to temperatures in excess of 60°C. Parts of the bathroom that are exposed to excessively high water temperatures may show signs of deterioration prematurely. The customer is expected to be responsible for replacing lighting lamps (bulbs). Abrasive or caustic cleaners and bleaches must NOT be used on any bathroom product. Coastal Bathrooms will not be held responsible for deterioration of silicone, sealants or grout where it falls out of warranty. Valves inside showers, taps, etc. can experience issues if the filters are not cleaned on a regular basis. Also limescale can build up in items not regularly used. In rooms where there is little use, we recommend regularly turning on taps and showers and running them for a short period. Shower wastes may drain slower if they're not cleaned regularly. This can lead to these products 'backing up'. Customers are asked to follow these guidelines as closely as possible to maintain the full warranty of the bathroom. All products come with their own guidelines in cleaning and maintenance. If you're missing any information in particular, please contact us and we will provide you with the information available.

Title and risk in goods

Title to Goods supplied under this Agreement (including without limitation title to the Materials / fittings) shall pass to the Customer on receipt by Coastal Bathroom Studio in full and cleared funds of ALL amounts payable (including VAT and any other applicable sales tax) under this agreement, whether or not payment of any such sum shall have become lawfully due. The ownership of the goods shall not pass to the Customer until they have been paid for in full.

Warranty

All products are covered by the relevant manufacturer's warranty, this guarantee varies from range to range so please ask for details of guarantees on the particular product(s) you are purchasing. The guarantee offered by manufacturers is generally limited to the supply of replacement parts only.

The Company offers an installation warranty from the date of installation for a period of 2 years but its sole liability under such warranty shall be limited to replacing or repairing such materials / fittings which the Company accepts as having being defective in materials and workmanship.

The Company shall incur no liability under this warranty unless the Company is promptly notified in writing upon discovery of any defects by the Customer.

For any materials / fittings in which the alleged defect is found on examination to have been caused in whole or in part by misuse, neglect, overload or any alteration or attempt to remedy any alleged defect by anyone other than an authorised representative of Coastal Bathrooms the customer will be charged for replacement parts and labour to rectify this problem, the price to be agreed by the customer prior to work being carried out.

Plumbing

Our installation costs are based on a plumbing and heating system that is fully serviceable. Occasionally, existing plumbing issues may be discovered during the installation, that may hinder or not allow the installation to proceed. Items such as seized stop cocks, gate valves and ball valves. On your heating system, items such as faulty motorised valves & pumps can also occasionally be found. We won't carry out any work without your consent and a price will be agreed with you if work is to be carried out. Any additional costs will be itemised on your final invoice.

The company is only responsible for pipe work etc in areas that work have been carried out under the agreed contract. We cannot be held responsible for problems arising in other areas of the property i.e: an old system being upgraded to a pressurised system can on occasions have leaks appear due to substandard connections and the increased water pressure.

Electrics

The current electrical regulations are very stringent and Part P Electrical Certification is a legal requirement. Whilst our bathroom designers endeavour to identify all works required to complete your installation, they are not qualified electricians. If there is any doubt about the compliance of your existing wiring and/or fuse board, our electrician will be asked to identify whether it will be

necessary to upgrade components of your electrical system and/or your fuse board to enable us to certify the new work and to meet the current wiring regulations. This is a legal requirement for your safety. Should a new fuse board be required, fault rectification or earth cabling, this will be an additional cost, unless specifically covered within our original quotation. We won't carry out any work without your consent. Any additional costs will be discussed in full before going ahead and will be itemised on your final invoice.

Service

Any service or advice provided by the Company is offered in good faith and without any liability for loss or damage which may arise from them. Whilst every care is taken to ensure that information given in drawings, pictures, brochures, quotations or other documents is accurate, no responsibility is accepted for any errors which may occur therein and such documents do not constitute part of this Contract.

Cancellation

Once a deposit has been paid and an installation date booked, the Customer shall have no rights under any circumstances to cancel or vary this Contract or any installation or order without the prior written consent of the Company which consent shall be conditional upon payment of such compensation that the Company shall reasonably require.

Terms & Conditions of Supply.

These terms and conditions are offered in conjunction with our "Terms & Conditions of Supply", these are printed on the back of quotations and invoices. Please feel free to ask for additional copies.

I (Print Name) accept the
Coastal Bathroom Studio Installation terms and conditions as outlined above.

Signed:Dated: / /

PLEASE ALSO COMPLETE AND SIGN A CUSTOMER ACCEPTANCE FORM WHICH WILL CONFIRM YOUR DEPOSIT PAYMENT AND INSTALLATION DATE.