

Bathe Easy Elegance Shower Bath



Thank you for ordering a *Bathe Easy* bath.

Elegance Shower Bath – 1600x700mm/ 1700x800mm/ 1800x850mm

C/w 1 x Front Panel, 1 x Shower Screen, Waste & Seat/ Backrest

In order to process your order, we have created a checklist.

We ask that you complete this form and return it to our offices so that we can process the order for dispatch.

Please confirm the items required by placing an “X” in the boxes below

E0058 – 1600 x 700 LH –

E0060 – 1700 x 800 LH –

E0062 – 1800 x 850 LH –

Left – Hand



Right – Hand



E0059 – 1600 x 700 RH

E0061 – 1700 x 800 RH

E0063 – 1800 x 850 RH

V012024

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Returns and Reporting Policy

At Bathe Easy, we are dedicated to providing exceptional products and services to our customers. To ensure transparency and clarity regarding our returns and reporting process, please review the following policies:

Please remember to measure your available space before ordering. Delivery of large items can be difficult in some properties due to narrow doorways, staircases, corridors etc. that can restrict access.

IT IS YOUR RESPONSIBILITY TO CHECK YOUR NEW BATH WILL FIT INTO YOUR HOME.

1. Wrong Hand or Size Ordered:

If a bath is delivered with the wrong hand or size ordered, we reserve the right to invoice £145.00 + VAT to arrange for the bath's return to Trojan, along with a 20% restocking charge.

To initiate the return process, please contact your original point of purchase immediately within 30 days from the receipt of your order.

2. Return Timeframe:

We can only assist with incorrect orders if they are reported within 30 days from the receipt of your order. We regret that we cannot provide assistance for issues reported beyond this timeframe.

3. Return Conditions:

The returned goods must be in full working order, in new condition, and in their original packaging. Failure to meet these conditions will result in an **additional** re-work charge of £100.00 + VAT.

Credit will only be provided if we are satisfied with the returned item's condition.

Please be aware that items not placed securely on a pallet will not be eligible for collection.

4. Refused Delivery:

If a product is dispatched, and delivery is refused at the point of delivery, you will be charged a handling fee of £145.00 + VAT and a 20% restocking charge.

5. Baths with Air Spa System:

Please note that baths ordered with an Air Spa System cannot be cancelled or returned due to their customised nature.

6. Exclusions:

We are unable to accept items back that have been fitted, damaged, or subjected to abuse.

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7. Delivery Logistics:

Our deliveries are typically made using HGV/18-tonne-type vehicles, similar to Dustbin Lorries or Fire Engines. To ensure safe and timely delivery, we require notification of any access restrictions to the property in advance. Failure to provide this information may result in an aborted delivery, incurring an additional charge of £145 + VAT.

8. Pallet Deliveries:

Pallet deliveries are made to a kerbside location. If there is an accessible delivery point that can be safely accessed by the delivery driver using a pump truck, then, at the delivery driver's discretion, the pallet may be left there. As the pallet will be moved by a manually operated fork truck, we cannot collect or deliver pallets on gravel drives, steep hills or to locations not at ground level.

Please ensure someone is available at the delivery point to meet the driver.

Reporting Damaged Goods:

- **Inspection on Arrival:** Upon receiving your order, it is imperative to inspect the goods immediately for any visible damage or defects.
- **Report within 5 Working Days:** If you discover damaged or defective items, it is mandatory to report it to us via your supplier within 5 working days from the date of receipt.

Reporting Process:

- Report immediately back through the purchase chain:
CONSUMER - SUPPLIER – DISTRIBUTOR - MANUFACTURER.
- Provide your order number and a detailed description of the damage or defect.
- Include clear photographs of the damaged items, if possible, to expedite the resolution process.

Late Reporting:

We regret that we cannot assist with claims of damaged goods reported beyond the 5-day timeframe. Timely reporting is essential to assess and rectify any issues effectively.

For all special orders, a signed form agreeing to the policies outlined above is required – See Page 4.

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Before you complete your purchase, please note: This is a Special Order Product Item

Please ensure you have ordered the correct hand of bath & checked your available space

Customer Name: _____

Delivery Address: - Showroom/ Merchant Residential Property

Delivery Address: _____

Postcode: _____

Contact Tel: _____ **Mobile:** _____

Email Address: _____

I acknowledge that I have read, understood and agree with the policies outlined above on page 2 & 3.

I understand that these policies cover various aspects related to the ordering, delivery, returns and reporting of products purchased from Bathe Easy

I hereby confirm that I have thoroughly checked the item I am ordering, and I am certain that I have ordered the correct bath, size & hand as per my requirements.

I understand that any discrepancies or errors in the order will be my responsibility.

Full Name: _____

Signature: _____

Date: _____

Thank you for choosing Bathe Easy.

