Delivery Details

Contributed by Administrator
Tuesday, 15 January 2008
Last Updated Saturday, 19 January 2008

Your order will be processed and delivered to you normally from 2 to 7 days. We will send you a confirmation email as soon as we have processed your order.

Deliveries: Deliveries are made by a reputable next day courier company or with certain products by Post. Orders are delivered Monday to Friday only.

Delivery Charges: A delivery charge of £4.95 will be added to your total order regardless of the size of order.

Addresses: Please ensure that full addresses, including postcode, are accurately given when placing an order. It is very helpful to include the recipient’s telephone number as this enables us to deliver accurately and resolve problems speedily should they occur. Online Bathroom Accessories cannot accept responsibility for late or non-delivery if the recipient address and telephone details are incorrect or insufficient. For more information on our data protection policy please see our Terms and Conditions.

Receipt: Online Bathroom Accessories will make every effort to despatch orders within 7 working days of receipt. If this should not be possible we will notify you as soon as we can. Unfortunately we are unable to meet requests for exact delivery times (you may want to use your office address as your "delivery address" to avoid any inconvenience). Any shortfall of which you become aware must be notified to Online Bathroom Accessories within 3 days of receipt. Claims for non-delivery of goods must be made within 28 days of despatch of goods. If the carrier is unable to deliver the goods and obtain proof of delivery the goods will be returned to Online Bathroom Accessories. The Purchaser will be charged for the cost of both delivery and return.

Delivery, damage or faulty goods:

In the event of damaged or faulty Goods, the Purchaser shall notify Online Bathroom Accessories within 3 days of receipt of Goods, Damaged Goods must be returned to Online Bathroom Accessories, 1/2 Church St, Haddington, East Lothian, Scotland, EH41 3EX. Online Bathroom Accessories will only send a replacement product or refund monies upon confirmation that faulty goods have been returned.