Terms and Conditions

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

None of our terms of trading affect your statutory rights as a consumer.

Online Bathroom Accessories and our personnel are completely dedicated to providing the highest levels of customer satisfaction. We will process your order as quickly and efficiently as possible and delivery is usually within 2 to 7 working days from our East Lothian distribution centre. If you need to contact us, please email us on info@onlinebathroomaccessories.co.uk alternatively, you can call on 01620 825808 or fax us on 01620 826527 or write to us at:- Online Bathroom Accessories, 1/2 Church Street, Haddington, East Lothian EH41 3EX If you require any advice or assistance then call us between 9am-4pmMonday to Friday and 10am to 2pm Saturday GMT. Calls are standard rate.

We aim to provide high levels of customer satisfaction and will provide service consistent with best practice. In the unlikely event of a complaint you should send it in writing or by email to the contact details above, addressed to the Operations Manager. You will be contacted within 2 working days. In the unlikely event that this response is not satisfactory then write to or email the Managing Director at the same address whose response will be forwarded within 5 working days.

The products in our websites have all been carefully selected for quality, reliablity and value for money from brands that we have dealt with for many years. As you browse, you will realise that our Low Prices are only one of the benefits of ordering from our websites. Choice, Quality and Service are other obvious benefits. You can take time to browse at your leisure and come to your decision with confidence. Our staff are dedicated to providing the highest standards of customer service and can guide you through the wide choice we have on offer.

Browse our catalogue and click on "add to cart" at any item that you wish to buy and it will be placed in your shopping cart. Once you have finished your selection, click on "checkout now" and you will be asked for your details. You can also place an order by phone at 01620 825808. You will be sent an order confirmation by email or letter when we receive your order. If any item is not available, you will first be emailed or written to with the option to cancel or change your order. We can back order for you and these items are not charged until they are ready for despatch.

Any contracts not completed within 30 days can be cancelled by either party and a full refund will be given for goods not delivered. Refunds will be processed within 5 working days. You have 7 days from the day after receipt of goods in which to notify us that you wish to cancel the order. The order confirmation includes cancellation instructions but you can email our Operations Manager at info@onlinebathroomaccessories.co.uk or write to us or fax us. Due to the fragile nature of our products they must be repacked as they were received and we must arrange the collection. You will be charged the full return cost. Refunds will be processed within 30 days of the cancellation of the goods.