

Product Returns Policy

Dear Customer,

TC Bathrooms have for many years had an extremely favourable returns policy towards our customers. We have always taken a commercial view to agree to collect all items that are unwanted good stock no matter what the age or circumstances relating to the request for collection.

During 2011 we advised all our customers of our returns policy for all unwanted items. However due to the continued requests for collections of goods outside of our Product Returns Policy I feel it necessary to remind all our valued customers of our full Product Returns Policy.

- Good Stock that is requested for return within one calendar month from the date of invoice will be collected as normal and a full credit will be provided upon return and inspection to our warehouse.
- Good Stock that is requested for return after one calendar month has elapsed, but not older than three calendar months from date of invoice will be subject to a 25% restocking charge upon return and inspection to our warehouse.
- Good Stock that is older than three calendar months from date of invoice will be refused collection.
- Stock that has suffered damage that is not deemed as a manufacturing defect must be notified to us on a TC returns request form within 48 hours of goods receipt by you. Any goods that fall outside of this may be refused for collection and credit.
- Stock that has suffered from a suspected manufacturing defect must be notified to us on a TC returns request form, outlining in full the details of the manufacturing defect and state if installation has commenced or taken place. The TC returns department will then inspect the item upon return to our warehouse and credit will only be authorised if a manufacturing defect exists.
- In the event of an item being refused a credit, we will advise you in writing and keep the goods for a period of 2 weeks before the disposal. Should you require these goods to be returned then please contact our After Sales Returns on 01924 868383 or by e-mail returns@tc-bathrooms.com) and they will arrange for this to take place.



- Unwanted special order items will not be permitted to be returned for credit.
- All products requested for return must be packaged in the original TC packaging that the product was supplied in.
- All goods collection notes will be confirmed via an automated fax or e-mail. Should you fail to receive this then please contact our Aftersales Returns Administrator and they will gladly send you a copy.
- In the event that our driver attempts to collect an item that is outside of the description on the collection note, then they will refuse to collect and a new request with accurate information will need to be submitted to TC.
- A copy of the collection note must be retained by you in the event that a proof of return is required at a later date. Credits will not be passed unless a valid proof of return can be presented.

A copy of our returns request form is enclosed. A copy of the Product Returns Policy along with this form can also be downloaded from our website <http://www.tc-bathrooms.com/guarantee/>

May I take this opportunity to thank you for your continued support.

Yours sincerely



Adrian Thomas

Operation Director

