

Returns to Wetrooms Online

In most instances returning an item(s) is a straight forward process with a full refund being given on the safe return of the item(s). It is important to be aware of the below terms and instructions to help ensure that your return goes smoothly.

1. Returns are accepted on the basis that ALL item(s) are present and ALL item(s) are in a resaleable condition.
2. Returns may be rejected or a deduction made of up to 100% of the price paid if the item(s) is not in a resaleable condition, or is incomplete.
3. Reasons for rejection/deduction in refund include, but are not limited to:

Parts missing

Item(s) damaged (if not notified to us at time of original delivery) including damaged in RETURN transit

Original packaging not present or excessively damaged/ripped, item modified, cut or marked by user

4. If we are unable to process a full refund due to the above reasons, you will be given the choice of the following:

Accepting a reduced refund where appropriate

Arranging collection of the return back into your possession

The return of the item back to you, at an advised cost

Disposal of the item on your behalf

5. Item(s) from kits held back from return (e.g. waterproofing kit from a wetroom kit) will be charged at full retail value as listed on the website on the date of return received.
6. From the point of notification of return, a 14 day period is allowed for the item(s) to be returned. We are not able to accept returns once this 14 day period for the return of the item(s) has ended.
7. When packaging your item please do not write on the original carton/packaging - please complete and attach the returns label as per below.
8. Please ensure the item(s) is sufficiently packed and secured to prevent damage and loss of internal item(s) during transit.
9. It is the responsibility of the person returning the item(s) to ensure point 8 is followed, even if Wetrooms Online has arranged the collection/return on your behalf.
10. Please **DO NOT** use gaffer/duck tape or similar to package the return, this will excessively damage the packaging on removal. **Clear tape or brown packaging tape should be sufficient if correctly applied**

- 11. We strongly recommend that a fully tracked courier service is used for return.
- 12. We strongly recommend that the return is insured in transit for its FULL purchase cost.
- 13. We advise to take photos of the packaged item(s) prior to their collection. This will help prove damage caused in transit should it arise.
- 14. Please email the following return details to info@wetrooms-online.com:

Date of return

Courier name

Tracking number

- 15. Once we have received the item(s) back it will be fully inspected within 48hrs.
- 16. If a 100% refund is to be made, this will be made within 14 working days of receiving the returned item(s).
- 17. ALL refunds will be made back to the original method of payment.
- 18. Where reduced refund is to be made this will be advised to you prior to it being processed, along with other choices, see point 4.

Please complete and attach the below label to EVERY package in your return:

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Return Address:

Wetrooms Online Ltd
Unit 10
Old Hall Road
Bromborough
Wirral
Merseyside
CH62 3NX

Tel: 0800 280 8008

Goods can be received Monday to Friday - 8am to 5pm

Return Reference:.....

Surname:.....

Tel:.....

Invoice No:.....