

## **Terms and conditions**

The following Terms and Conditions apply only to orders placed with Phoenix Plumbing Supplies. They do not affect your statutory rights.

Phoenix Plumbing Supplies ("Phoenix Plumbing Supplies", "we", or "us") reserves the right to change these terms and conditions from time to time. You will be requested to read and accept these terms and conditions every time you place an order with us. For this reason, we encourage you to review them whenever you place orders to ensure that you are familiar with the latest terms and conditions. We also recommend to all our customers to print and retain a copy of the terms and conditions for future reference. Before you place an order, if you have any questions relating to these terms and conditions please contact us on 01792898901 or email [jason,hurford@yahoo.co.uk](mailto:jason,hurford@yahoo.co.uk)

### **Quotations are valid for 30 days.**

Please check all items are correct at the time of ordering. We can exchange unopened items, but this can incur a 25% restocking charge (please speak with a member of staff to get the exact cost)

A 25% deposit is to be paid at the time of ordering, balance to be made in full before delivery.

When ordering wall panels, please check measurements, we can no longer accept any panels back for a refund. (due to batch codes)

Once orders are placed, if you need to change anything, you will need to contact us as soon as possible to prevent extra charges.

### **Delivery of goods**

Every effort will be made to ensure that the goods you have ordered arrive undamaged and without defect.

On delivery check the items (Descriptions on outside of box, size, colour etc) are correct before unpacking. Items cannot be returned if packaging is not in a resalable condition. If you realise you have ordered the wrong items or if the goods are found to be either damaged or defective in anyway at the time of delivery you will need to report this within 48 hours, with images of the problem.