



Returns Policy and Terms & Conditions

A Division of Qualitex Supplies

Returns

No Longer Required Items – A collection will be raised for no longer required items up to 4 weeks after goods were received. Goods can only be collected and considered for credit if in their original, clean, intact packaging and inspected as fit for resale. All items returned as no longer required will be subject to a 20% restocking charge. Collection requests outside of the 4 week returns period cannot be entertained.

Damaged Items – Claims made for damages must be sent via email to sales@qualitex.co.uk within 72 hours of receipt of goods. We must be supplied all details of the damage, including date received and despatch note number and any relevant images upon request. **However smashed products or items in severely damaged boxes will not be collected for credit once signed for as received in good condition.** Qualitex will not raise a collection for a damaged item not reported within 72 hours.

Faulty Items – All faulty products must be reported in writing to customerservices@qualitex.co.uk with a detailed description of the fault with images to be supplied. We would need this information before any collection is raised so that spares/replacement parts can be supplied if necessary

Both faulty and damaged items for collection must be re-packed securely for collection, this will prevent any further damage.

Incorrect Products Received – Any products delivered incorrectly must be reported as soon as possible to the sales office either by phone 01622 79 00 11 or email sales@qualitex.co.uk.

A contact name must be supplied with all returns requests.

Qualitex will attempt to collect returned goods up to three times. If the items are not ready for collection on the third attempt, the returns request will be cancelled which will be confirmed in writing.

Any returns requests that exceed 4 weeks of being raised, where Qualitex have attempted collection will be cancelled and not reinstated.

Terms & Conditions

1. Claims for shortages or non-delivery of goods must be made within 24-hours of receipt, otherwise claims cannot be entertained.
 2. All products must be carefully checked prior to installation, as installation is considered as acceptance of quality, size, style and specification.
 3. In the event of a guarantee claim relating to the performance of the product, the liability of Qualitex is limited to replacing the product supplied and does not extend to consequential loss or damage arising from a defective product or installation.
 4. All prices and specification details are subject to change without prior notice. Photographic sets will sometimes include props and only the items listed are included in the price quoted.
 5. All orders are accepted subject to availability and all delivery dates are approximate. No liability for failure to supply can be accepted by Qualitex Supplies or our Showrooms.
 6. Qualitex guarantees to replace any faulty products free of charge within 12 months of purchase following inspection and with presentation of proof of purchase (subject to terms)
 7. All product guarantees are subject to our full terms and conditions of sale and requires installation by a suitably qualified installer in accordance with the fitting instructions.
 8. The product guarantee will be invalid if it has been modified, misused, neglected, wilfully or accidentally damaged or not maintained, cleaned or cared for.
 9. The guarantee applies to the original purchaser only and is not transferable without agreement in writing.
- Exclusions & conditions apply to most Lifetime Guarantees.
 - All measurements are shown in mm, width x depth/projection x height.
 - Do not allow bathroom furniture to be subjected to direct contact with liquids including water splashes without drying off the surface.