

**BATH HAUSS.**

# **Returns & Restocking Policy**

Contractor & Developer Sales

Version: 08.01.2026

Bathhauss Limited

This Returns & Restocking Policy applies to all business customers purchasing goods from Bathhauss Ltd, including contractors and property developers ("Customer"). This policy does not apply to consumer sales.

# BATH HAUSS.

## 1. Scope

This policy applies exclusively to sales made to contractors, developers, installers, and other business customers ("Customers"). Consumer Contracts Regulations and consumer protection legislation do not apply.

## 2. Inspection on Delivery

All goods must be inspected immediately upon delivery. Any shortages, incorrect items, or damage in transit must be notified to Bathhauss \*\*in writing within 48 hours\*\* of delivery. Claims reported outside this timeframe may not be accepted.

## 3. Return Authorisation

No goods may be returned without prior written authorisation from Bathhauss Ltd. Approval of any return request shall be at the sole discretion of Bathhauss Ltd. Unauthorised returns will be refused and returned to the Customer at their cost.

## 4. Stock Items – Approved Returns

Subject to prior approval, stock items may be returned only if a return request is submitted within 30 days of delivery, and provided that:  
Goods are unused  
Goods are in original, unopened packaging  
Goods are complete and in a fully resaleable condition

Bathhauss Ltd reserves the right to reject returned goods that are, in its opinion, damaged, used, incomplete, or not returned in original packaging. Approved returns of stock items will be subject to a 30% restocking charge\*\* calculated on the net goods value, to cover handling and administrative costs.

All return carriage costs are the responsibility of the Customer.

## 5. Non-Returnable & Non-Cancellable Items

The following items are non-cancellable and non-returnable\*\* once the order has been accepted:

Special-order items  
Bespoke or made-to-order products  
Project-specific goods  
Items ordered to Customer specification

## 6. Faulty or Defective Goods

Any suspected faulty or defective goods must be reported in writing as soon as reasonably practicable. Goods must not be installed once a fault has been identified. Where applicable, Bathhauss Ltd will refer valid claims to the manufacturer under the relevant warranty. Remedies are limited to repair, replacement, or refund, at the manufacturer's discretion. Bathhauss Ltd accepts no liability for:

Labour costs  
Installation or removal costs  
Delay costs  
Consequential or indirect losses

All warranty claims are subject to the manufacturer's terms and conditions. Bathhauss Ltd accepts no responsibility or liability for the performance, failure, or outcome of any manufacturer warranty process.

## 7. Warranty & Manufacturer Guarantees

Goods are supplied with the applicable manufacturer's warranty only. Bathhauss Ltd does not provide independent warranties. Where required, Customers must register product guarantees directly with the manufacturer. Failure to register warranties in accordance with manufacturer requirements may invalidate guarantee entitlement.

## 8. Refunds

Approved refunds will be processed only after returned goods have been received, inspected, and accepted by Bathhauss Ltd.

Refunds will exclude:  
Original delivery charges  
Applicable restocking fees

## 9. Risk During Return Transit

The Customer shall bear all risk in the goods until they are received and inspected by Bathhauss Ltd.

## 10. Policy Amendments

Bathhauss Ltd reserves the right to amend this Returns & Restocking Policy from time to time. The version in force at the time a return request is submitted shall apply.

## 11. Governing Law

This policy shall be governed by and construed in accordance with the laws of England and Wales.