



CTB Retail Group LTD T/A City Tiles and Bathrooms.

Returns/Credit Policy

Claims for Damage

Product damaged in transit by City Tiles & Bathrooms or its logistics agents to its customers branch or site will be credited provided that the following conditions are met:

- Damage notified to City Tiles & Bathrooms in writing by emailing your salesperson.
- Within 24 hours of delivery
- The product has not been installed or used.
- Product has not been damaged or used (All products must be sealed in the box).
- The product is held available for inspection by our sales team.
- Photographic evidence has been provided.
- Order number and invoice details are provided.
- The product has not been onward shipped.

This policy applies to damaged products only. Defects will be covered by the warranty process.

Claims for Shortages

If your delivery is short: *e.g., the delivery notes states twenty and you have received Ten, or the products on the delivery note but has not been delivered.*

Shortages must be reported within 24 hours of delivery and the order number and delivery note number must be provided. City Tiles & Bathrooms will make the following checks.

Warehouse stock will be checked to see if the stock is still present.

- POD will be checked for the number of Items signed for (It is your responsibility on receipt of your delivery to confirm the number of Items with the driver before signing the POD to make sure any missing Items are reported).
- Confirmed shortages will be credited on approval by management.

Standard Returns

Standard "In Stock" Products can be returned within 28 days of delivery provided the following conditions apply:

- The salesperson must first inspect the product & agree return.
- The product is unused and undamaged.
- The packaging is unopened and undamaged.
- Invoice and order numbers are provided.

Returns are subject to a restocking charge of 25%- This applies to:

- Sanitaryware
- Brassware
- Furniture
- Mirrors

There are exceptions where product is deemed to be non-returnable:

- Special Order Items/ Bespoke Items.
- Clearance Tiles.
- Warehouse Sale items.
- Shower doors.
- Ex Display Items.

Returns Process

On the return of a product, it will be inspected by our QA department to ensure that it has arrived back in a saleable condition:

- Product which is returned in a condition that is not resaleable will not be credited as we cannot re-box/ re-pack. (For example, the product is damaged, or the packaging is damaged. This could include written on by the customer or the customer's own labels.

Additional unauthorized returns:

- If an additional product is returned that has not been agreed as part of the return, it will not be returned or credited.

Products delivered direct to Customer site:

- Product must be returned to one of our Branches before Credit/ Refund can be issued.

Final Decision of A return Credit/Refund is at the Branch Managers discretion.