

# Important information

## Terms of trading

BC Designs will not normally sell directly to the consumer and for this reason our published terms and conditions relate to the supply of goods on a business to business basis. Terms and conditions applicable to the end user are also those offered by the outlet from where you purchase the item and may vary. For this reason, end users should always refer any issue to the point of purchase in the first instance.

## Guarantee and warranty

We offer a 2-year guarantee against manufacturing faults on all mirror products and wastes in this brochure. This may be enhanced by warranties offered by the manufacturer; however, it is important that you follow the manufacturer's instructions in registering for any such benefits. We offer a 10-year guarantee against manufacturing faults on our unique range of baths and non-electrical products. In either instance, all products must be fitted in accordance with both the instructions and any relevant regulations that apply to the country in which they are fitted. They are supplied for normal domestic use only. We do not cover products against fair wear and tear, misuse, incorrect usage, incorrect installation, incorrect specification, malicious or accidental damage, negligence or lack of servicing. Guarantees and warranties are non-transferable. Proof of purchase will be required to validate any claim. No claim greater than the purchase price paid to BC Designs or for consequential loss will be entertained by BC Designs, except where negligence on the part of BC Designs is proven.

## Authenticity

Many products in this brochure are made using techniques rarely in common use today. This is to recreate an authentic period look and this should not be confused with mass-produced, featureless product and thus construed as imperfect. Where applicable this is highlighted in our information on individual products.

## Printing accuracy

Prices are for guidance and are correct at the time of going to print but do not constitute a formal offer as prices may have to change due to unforeseen circumstances. Accordingly, all prices are those ruling at the date of despatch.

Photographs in this brochure are studio posed in a setting intended to demonstrate the ambiance and look of the main product featured, unless otherwise stated. All items used to dress the shot are photographer's props and therefore we are unable to advise on them.

## Availability

We aim to maintain stock of all items in this brochure at all times. However, the majority of items contained herein are produced in small volume and in specialist circumstances and can therefore be affected by significant lead times. Availability should be checked at the time of ordering and before making any commitment to installation.

## Measurements and specifications

All measurements are given for guidance only. Variation may occur either due to manufacturing tolerances, specification change, error or admission. We reserve the right to change specifications at any time. For this reason, it is recommended to check critical dimensions with BC Designs prior to ordering. BC Designs will not accept any liability where there is no prior written advice of critical requirements.

## Bespoke orders

Special orders are only accepted in writing. Delivery periods can not be guaranteed. Cancelling will only be accepted in writing and can only be accepted prior to production or despatch of the item. Bespoke products that are specially ordered, such as painted baths, will not be accepted for return.

## Delivery

We use third party couriers and hauliers. All deliveries are FOC (at a cost of over £125 net to BC Designs) to a commercial address, with the exception of overseas and out of area postcodes. At the time of order a confirmation will be sent which will include all delivery information. Deliveries to private addresses and those requiring premium services in excess of those described above will incur additional charges. Please contact our Sales Office with your requirements to obtain a quote. Orders for less than £125 net will incur a carriage charge of £8.95. For further delivery information please visit our website.

## Damage in transit

All products supplied by BC Designs are carefully inspected prior to shipping, and every care is taken with packaging to ensure orders arrive in good condition. However, sometimes things can go wrong. As we do not use our own transport there is a limited time in which we can make a claim for any damage in transit against carriers. For this reason, outer packaging should be inspected for obvious signs of damage before accepting delivery and all items should be opened and inspected within 3 days of receipt. We cannot accept claims for damage in transit after this, nor will we accept any responsibility once goods have been passed to a third party without prior inspection.

## Returning goods

Items which are unsuitable or not required may be returned subject to the following conditions:

1. BC Designs must be contacted prior to any item being returned and returns documentation obtained. BC Designs will not accept any responsibility where this requirement has not been complied with.
2. The original BC Designs invoice number must be quoted when contacting BC Designs. BC Designs will only deal with the persons to whom the product was originally invoiced.
3. The item to be returned must be in perfect re-saleable condition when received at BC Designs. We will not accept any items for return which have been fitted, used or in a condition other than that which it was supplied.
4. The retail packaging must be unmarked and in good condition. For this reason, it is wise to retain all packaging materials and to open packaging with care.
5. It is not the responsibility of BC Designs to organise or pay for the return of goods in these circumstances.
6. In selecting a suitable method for return consideration should be given to proper insurance as BC Designs cannot accept liability for goods damaged in transit.
7. Responsibility for packaging the item in a suitably robust fashion lies with the sender. If there is any doubt as to what a suitably robust fashion means please contact BC Designs for specific packaging advice.
8. Items damaged in transit will not be accepted for refund/credit.

## Claims after installation

No claims will be entertained other than for a genuine manufacturing fault after installation has commenced. Visible marks, scratches, impact damage, discolouration through chemical contamination, etc will not be accepted as genuine manufacturing faults. Proper care should be taken to protect the product from damage during installation and through to commissioning.

## Your rights

Any agreement between BC Designs and the Customer shall be subject to and governed by the domestic law of England. No agreement between BC Designs and the customer can be deemed to be binding howsoever proposed or made in the event that such agreement is found to conflict with English law.

Full Terms and Conditions of supply are available on request.