



Installation Terms and Conditions

Last updated 21 October 2025

Quotations, Plans and Orders:

- Quotations are provided free of charge following a home survey and are valid for 30 days from the date of issue.
- 2D and 3D plans are produced to show how your new bathroom could look. These remain the property of Perfect Panelling and cannot be used in any other form online or otherwise.
- To accept a quotation, we will require a signed order form and a deposit payment. On receipt of which, the Terms and Conditions become binding, please thoroughly check the order form, and inform us of any errors before signing.
- No person other than you and us shall have any rights to enforce or amend the order, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.
- Before the installation commences, please check you are happy with each product on the order. If you wish to make changes after acceptance of the order, this may incur additional costs or delays associated with delivery times. If any of the chosen products are temporarily unavailable, we may suggest a substitute product to honour the original installation date.
- We may sometimes require a secondary Technical Survey to be undertaken after an order has been placed due to the scale of the project, age of the property or any other reason we believe may benefit from a second survey. If it is believed additional works, products and labour are required to those stated on the original order form we will discuss this with you, including the additional costs and ask that you sign an Amendment to Order to authorise the changes.
- If you choose to make any amendments to the original order you will be liable to cover the cost of the products, parts, or labour.
- We may choose not to accept your order and will provide the reason(s) for doing so. If we do not accept your Order (whether in whole or in part) we will refund any monies paid in connection with the Order (or that part of the Order that we do not accept).

Payment

- Payment will be taken in three stages for all bathrooms totalling less than 112.5 hours in labour; The first (deposit) payment will be taken on acceptance of an order, this will be 30% of the total cost. The second payment will be 60% of the total order and will be taken on the first day of installation. The third and final payment will be 10% taken on the final day of installation.
- For orders exceeding 112.5 hours in labour, we will take the payment in four stages; The first (deposit) payment will be taken on acceptance of the order this will be 30% of the total cost. The second payment will be 30% of the total cost taken on the first day of installation. The third payment will be 30% of the total cost taken during the installation and the final 10% will be taken on the last day of installation.

- For smaller installations we may request 50% of the total order as a deposit and 50% and the remaining 50% on the final day of installation.
- Payments can be made in by credit or debit card in our showroom or by calling 0800 731 6495 or via BACS payment (details provided on request).
- Deposit payments over £500 for orders under £30,000 made via credit card will typically be protected under the Consumer Credit Act 1974. However, deposit payment made via BACS or cheque will not be protected under the Consumer Credit Act 1974 and will not be protected by this scheme.
- If balance payments are outstanding beyond 14 days of the agreed timescales, we reserve the right to instruct recovery of the payment via a third party and all costs incurred by Us in doing so shall be payable by You. You may also be liable for additional costs charged directly to you from the recovering agent.
- If balance payments are outstanding beyond 14 days of the agreed timescales, we reserve the right to right to charge 3% per annum on any outstanding debts and to instruct recovery of the payment via a third party along with any costs incurred by us.
- All agreed Amendments to Order and price variations made during the installation will be added to or subtracted from the balance payment.
- If the agreed installation timeline is completed earlier than originally stated, no claim for reduced labour cost(s) will be accepted. If the agreed timeline of works increases no additional costs will be passed to you unless an Amendment to Order was agreed and signed by you.
- We may update prices at any time.
- Despite our best efforts, we may occasionally misprice our quotations including labour and product charges. If this happens, we will not be obliged to supply the installation or the products at the incorrect price or at all. If you do not wish to proceed with a revised price, we will refund any deposit payments you have made.

Cancellations

- You have the right to cancel your order within 14 days of signing the order form, known as a 'Cooling Off Period' and you may do this by emailing us at info@perfectpanelling.co.uk or completing the Cancellation Form available on request.
- If you decide to cancel the order after 14 days, including the period of 10 working days prior to installation start date or during the installation, we reserve the right to retain any deposit or interim payments made to cover goods and labour. We also reserve the right to charge for any additional expenses incurred from the cancellation.
- If you require us to start work before the end of the 14-day Cooling Off Period, you will be required to sign a 'Cancellation Waiver'. Should you subsequently decide to cancel your order you will be required to pay for any products ordered and costs incurred by us including labour and expenses.
- Any uninstalled products that need to be returned/collected due to a cancellation on your part should be stored appropriately until collection. Refunds will be given for returnable items minus any collection and restocking fees imposed by our supplier.
- Any products found to have been damaged whilst awaiting collection from your property will not be refunded.
- If you have chosen a bespoke product, it will be customised to your specifications and will be classed as a bespoke item. Deposit payments for bespoke items are regrettably non-refundable.
- Refunds will be paid 7-14 days after the day on which you inform us of your decision to cancel your order and will be made using the same means of payment as you used to pay for the order.

Service Provision

- We will commence the installation on the date agreed in the confirmation letter. However due to circumstances beyond our control we may sometimes ask to amend the installation date.
- We will require sufficient access to the property (including to the loft and the garden) to allow our installer(s) to complete the works. If for any reason access is refused, we reserve the right to charge for the remainder of the installation to recoup losses.
- On occasion, we may need to ask our suppliers to deliver products for your installation to your property a few days before work commences. We will always inform you if this is the case and on what date(s) to expect delivery. You will not be required to move or lift any heavy objects, but we kindly ask that you direct the delivery driver to where the product(s) can be stored safely.
- We will also require a suitable area to store all the waste that is generated until the waste company removes it – typically 2-5 days following completion. An area for waste will be identified in the initial home survey. You must not add any domestic waste or other items, or it may result in delayed or non-collection by the waste company.
- If restrictions are in place which do not allow you to store waste materials on site, you may need to apply for a permit for waste to be stored on a public road or by other means to expedite the removal of waste from a public/communal area (block of flats).
- If we are unable to start the works or deliver the products (where applicable) as a result of your action or inaction (for example, you are not present at the property or you have not cleared the area where the services are to be provided), we will need to arrange a subsequent visit to complete the installation or deliver the Products and we reserve the right to charge you a further fee for this.
- Any reduction in energy consumption (including any calculation of potential costs savings) that we provide to you is approximate only and, unless we have failed to take reasonable skill and care, we shall not be responsible if the reduction or savings are not achieved following the provision of the Services.
- You should not rely on the accuracy or suitability of plans provided and we always recommend conducting a second survey either conducted by us or a third party.
- If you provide us with measurements, you must ensure they are correct and accurate. You are responsible for the accuracy of measurements you provide.
- If there is an error in the measurements you supply and the Products and/or Services are made or supplied to those measurements, we will not refund the cost of the Products and/or Services provided, unless the Products are faulty, or we have failed to exercise reasonable skill and care.
- We may refuse to conduct or continue with the installation if any persons in the property should become abusive or aggressive or we have any cause for concern for the safety and welfare of our installer(s) and contractors.
- We will only discuss the quote and installation with persons named on the order form or authorised third parties.
- We will only conduct the installation using products that you have purchased from us or an authorised third party acting on our behalf unless we agree otherwise.
- If it is agreed, prior to installation, to use any materials supplied by you such as tiles, these should be on site on the first day of installation.
- You must ensure that the products you select within the order are suitable for your needs.
- All products are subject to availability. If you order products which are not available from stock, we will take reasonable steps to contact you to discuss how you wish to proceed. You will have the option to wait until the Products are available from stock or cancel your Order for those Products. If the Products are unlikely to be restocked (or we are unable to contact you), we will cancel your Order for those Products and refund the price you have paid for those Products.

- You may need to obtain any necessary planning permissions, local authority consents or other permissions if structural work is required to the property. Please check with you local Planning or Building Control departments. It is not our responsibility to check that you have obtained any required consents or permissions. You must allow us or our agent to inspect these consents and permissions if we ask.
- You must inform us if the property where the installation is to be conducted is listed, is located within a conservation area or otherwise subject to restrictions which may impact the installation. It is your responsibility to check that the services will not violate any such restrictions.
- We will always endeavour to keep disruption to utilities to a minimum.
- The Surveyor will assess your property and provide a quote for any electrical work required for your new bathroom. Please be mindful that the Surveyor is not a certified electrician and cannot test your home to the same level as an electrician. If an electrical upgrade is required during the installation to meet minimum specifications, it will incur additional costs as an "unforeseen" item.
- Please inform our surveyor if you suspect the presence of asbestos in your property. Asbestos identification and testing can cause delays and additional removal costs. While we strive to detect asbestos, some areas may be inaccessible, making it impossible to guarantee its discovery before the installation start date.
- Flipper screens provide wider shower access and are designed to deflect water but cannot guarantee complete water containment within the shower tray during use. Some water splash underneath and around the screen is likely to occur.
- While vanity units are not generally recommended for direct installation on wet room floors, we will proceed if you instruct us to do so and you confirm this in writing. By agreeing to this you accept full responsibility for any future water damage, swelling, or deterioration to the furniture resulting from exposure to water. Such issues will not be covered under our warranty or liability.
- Replacement of older shower units and taps may result in reduced water flow due to updated regulations. The installation of Thermostatic Valve (TMV) products may require a pump, incurring additional costs.
- Pumps used to manage water flow both into and away from your shower/bath may generate various noises, and waste pumps may produce more noise during specific cycles, which may travel to adjacent rooms.
- Services required to complete the installation may be undertaken by a third party at our request.
- If we have agreed to remove pre-existing units, fixtures, or fittings this may cause some damage to surrounding areas. We will try to limit the amount of damage caused but unless we have agreed to do so or we have failed to exercise reasonable skill and care, the installation does not include us 'making good' any damage caused, painting, decorating, or tiling.
- Unless we agree otherwise or unless resulting from the negligence of us or any subcontractor appointed by us, the installation does not include, and we shall not be responsible for, the correction of:
 - any faults or failures in the supply of water, electricity, gas, or other services to the property where our services are to be provided nor any faults or failures in the water or drainage systems of any other conduits or systems connected to the property; or
 - accidental or wilful damage or defective works caused by other persons in relation to the property where our services are to be provided.

Additional Works

- If additional works are:
 - found to be necessary (including the removal and disposal of asbestos and any other hazardous substances); or
 - requested by you,

in each case during the provision of our services we reserve the right to charge additional fees for the products and/or services required. Where additional works are found to be necessary, work under your order will be suspended and we may provide you with a quotation or Amendment to Order for the additional work. If you accept the quotation and payment is received, we will recommence work under your order and conduct the additional works. The provision of additional works may be subject to separate terms and conditions.

- Such additional work may be fundamental to the provision of the products and/or our services and, as a result, we reserve the right to suspend the provision of the products and/or our services until such additional works have been completed, whether by us or a third party to our satisfaction. If you do not agree to the additional works, you may cancel your order and you will be liable to pay the charges for the products provided and/or our services conducted prior to cancellation. You will receive a refund for any works that have not yet commenced, or products not yet purchased. If you cancel your order and any products have been purchased to your specification with bespoke measurements no refund will be given for these items.
- If you do not agree to the additional works and cancel your order we will not be responsible for returning the bathroom/room back to its original state or 'making good' any damage or disruption caused and we will not be required to plaster, paint, decorate or tile unless we have agreed to do so or we have failed to exercise reasonable skill and care.

12-Month Installation Warranty

- Installations are covered by a 12-Month Warranty as standard and covers defects arising from workmanship during the original installation.
- The period of warranty commences on the final day of installation when we consider your bathroom to be useable.
- If an issue arises due to a workmanship error within the warranty period, we will rectify the issue.
- Bathroom furniture and products are covered by the manufacturer's guarantee, and your installer will have provided the necessary paperwork at the time of installation register these.
- If a product fails and you require a replacement, we may be able to reinstall subject to standard call out and labour charges.
- If you notify us of an issue with workmanship or products, we require reasonable opportunity to inspect these in their installed location. If it is not reasonably practicable for the product to remain in situ, the product should be retained for inspection.
- We reserve the right to instruct a third party of our choice to inspect the products to determine the cause of any alleged defect in the product before confirming the defect and replacing the product.
- If we are called out within the 12-Month or Extended Warranty period and the issue is not covered by the warranty terms we will charge £150 for the first 30 minutes, followed by £50 for every 30 minutes thereafter.
- If we are called out and the 12-Month Warranty has ended, the above call out charges will apply.
- Your rights under the Consumer Protection Act 2015 or any other consumer legislation are not affected.

What's Not Covered in the 12-Month Warranty?

- Condensation naturally occurs when warm, moist air meets cooler surfaces such as shower screens, taps, fittings, or other bathroom elements. This is a normal environmental process and not a fault in installation or materials. Any damage, staining, or deterioration caused by condensation, mould, or similar moisture-related effects is not covered under warranty and remains the responsibility of the property owner to manage through adequate ventilation and heating
- Misuse, negligence, intentional damage, natural disasters, or changes to the installation.
- Silicone, sealants, grouts, siphons, wastes, valves, and toilet seats, bulbs, LED, washers.
- Hinges, rollers, handles, and other mechanical parts.
- Perishable and frequently used items. Certain bathroom components, such as plastic and/or rubber handles or feet, toilet seat fixings, bidet seat lids, toilet seats, lids, and associated hinges, are subject to regular wear and tear due to their frequent use. These items naturally degrade over time and are therefore not covered under the Lifetime.
- Products covered by their own manufacturer guarantees. For example, a shower tray with a 10-year manufacturer's warranty will only be covered for that period under the manufacturer's product warranty, not for life. However, the installation of the product will be covered for the lifetime of the purchaser if the Lifetime Installation Guarantee has been purchased.
- Improper maintenance and using abrasive or corrosive cleaning agents, such as bleach, which can damage protective coatings and may lead to discoloration, degradation, failure over time or rust buildup, which is not covered.
- Normal wear and tear.
- Natural discolouration that may occur over time
- Unauthorised modifications. Any alterations or repairs not carried out by AHM Installations or an approved contractor.
- Bathrooms installed in non-residential properties or used for business purposes.

Conditions of the Warranty

- Original Purchaser Only – This guarantee is non-transferable and applies only to the original purchaser while they own the property.
- Proper Maintenance Required – Regular cleaning and care must be followed as outlined above.
- Installation Environment – Bathrooms must be properly ventilated to prevent moisture damage, mould, and mildew.
- Notification of Claims – Any claims must be submitted in writing within 30 days of identifying a defect.

Limitation of Liability

Perfect Panelling's liability is strictly limited to the repair or replacement of defective installation work. We do not cover indirect, incidental, or consequential damages, including labour costs, reinstallation, loss of use, or water damage caused by product failure.

How to Claim

Contact us via email at info@perfectpanelling.co.uk or in writing* to Perfect Panelling, Units 5/6, Brympton Way, Yeovil, BA20 2HP address or call us on 01935 507171. You will need to provide your invoice or proof of purchase.

Risk and Ownership

- If any products are provided to you by us or an authorised third party on our behalf, on delivery of the products to you (or collection of the products by you), all risk of damage to, or loss of, them shall pass to you and you will be responsible for them.
- You may need to safely store any products which are delivered to you before your installation commences (where applicable).
- Ownership of the products will only pass to you on the latter of us:
 - receiving full payment for the products from you; and
 - providing the products to you.
- Until ownership of the products passes from us to you, you shall hold the products on our behalf and shall store the products appropriately.
- We may, before ownership of the product passes to you, require you to deliver up the products to us and, if you fail to do so, we may repossess the products.
- We may request access to your premises, with reasonable notice and without causing undue disruption, for the purpose of inspecting or retrieving the products if payment obligations have not been met in accordance with the contract terms.

Faulty, Incorrect or Damaged Products

- On receipt of the products if you notice there is any problem, or if they are defective or damaged you must notify us as soon as possible. Claims may be reduced or rejected if we have not been given an opportunity to put matters right.
- Natural products may show colour variations. We cannot accept liability for any discoloration or variation in the colour of natural products.
- We will take reasonable steps to display as accurately as possible the colours, appearance and other details of products that appear on our website and in our brochures and other media. However, we cannot guarantee that the images will exactly reflect the colour or appearance.
- Colours such as white can vary and we cannot guarantee an exact match if multiple items have been ordered from different suppliers.
- Any information on our website and in our brochures and other media regarding size, weight, capacity, specifications, dimensions, and measurements of product(s) is included as a guide only. If you are concerned about the precise size, weight, capacity, specifications, dimensions, or measurements of any product you require, we recommend that you contact us prior to placing an order and/or purchasing a product.
- Your rights under the Consumer Protection Act 2015 or any other consumer legislation are not affected.

Use of Your Personal Information

- We will collect and process personal information about you to administer and process your order, and to provide the home survey, products, and our services. If any of these are provided by a third party on our behalf, your personal information will be passed to the third party for those purposes.
- We may also engage third parties and review bodies to verify and audit the services that are performed for quality control and regulatory purposes; in these circumstances, your personal information will be disclosed to the third party.
- Calls to our Head Office may be monitored and/or recorded for quality control and training purposes.

Updates to Terms and Conditions

- We may update these Terms and Conditions from time to time without prior notice. When you place an order, the Terms and Conditions in force at that time will apply. These Terms and Conditions were last updated on 21 October 2025.

Complaints

Perfect Panelling endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied. To ensure we're able to put things right as soon as possible, please read our complaints procedure below. We will then be able to respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact the business as soon so the problems can be rectified as soon as possible.

Our Procedure

- Call us on 01935 507171 or
- Email us at info@ahminstallations.couk
- Write to us at Perfect Panelling, Units 5/6, Brympton Way, Yeovil, BA20 2HP

We aim to respond within five days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

*please request proof of receipt if posting.