



SHOWERWALL

ALL YOU NEED TO KNOW



COMPANY DETAILS

Production & Office Location (Inbound Deliveries):

Showerwall, Parkhouse Interchange, Parkhouse Industrial Estate, Newcastle-Under-Lyme, ST5 7FB

Parent Company & Invoice Address:

Bathroom Brands UK, Lakeview House, Rennie Drive, Dartford, Kent, DA1 5FU

Contact Details:

- ✉ **Orders:** orders@showerwall.co.uk
- ✉ **General Enquiries:** info@showerwall.co.uk
- ☎ **Phone:** 0333 344 8493 (Monday – Friday, 9:00am – 4:30pm)

ORDER & DELIVERY INFORMATION

- **Laminate Orders:**
 - In-stock finished goods: Delivered within 3 working days (excluding the day of order). Example: Order by 3pm Monday → delivery by Thursday afternoon.
 - Out-of-stock finished goods: Manufactured to order and delivered within 7 working days (excluding the day of order). Example: Order by 3pm Monday → delivery by close of business the following Wednesday. If raw materials are unavailable to make the finished good, we will advise the expected availability date at the point of order and/or offer an alternative.
 - Large orders (40+ panels): A specific delivery date will be provided based on production planning.
- **Decorative Acrylic Orders:** 20 working days from receipt of completed Acrylic Configuration Form or receipt of order if no configuration form need (excluding day of receipt). All acrylic products are custom printed to order and non-returnable.
- **Northern Ireland:** Showerwall delivers to Northern Ireland on a weekly basis. Stock items ordered before midday on a Friday will be delivered the following Friday. Decorative Acrylic Orders are on a 28-day lead time. For further details please contact our Customer Service Team.

Delivery Charges for Account Holders:

- **Orders over £250 ex-VAT:** Free of charge
- **Orders under £250 ex-VAT:** £35 fee

For Northern Ireland, please contact us via info@showerwall.co.uk or call 0333 344 8493 for delivery fee information.

USEFUL ONLINE RESOURCES

Visit www.showerwall.co.uk for:

- **Free Sample Orders** – [Shop Showerwall](#)
- **Product Brochures, Technical information** – [Downloads](#)
- **Installation Advice (Videos & Manuals)** – [How to Install](#)
- **Décor Selection Tool** – [Visualiser](#)
- **Find a Retailer** – [Where to Buy](#)
- **Locate a Professional Installer** – [Find a Fitter](#)
- **Literature, Swatch, and Display Requests:** Email info@showerwall.co.uk

CLAIMS & RETURNS

- **Claims (Damages/Issues):** Report within **72 hours** via returns@showerwall.co.uk, including photos.
- **Returns:** Items must be in immaculate condition. A **20% restocking fee** applies, deducted from the credit note.
- **Delivery Checks:** Always inspect goods upon arrival. If issues arise, note them on the POD and provide photographs.

Key Contacts:



Josh Lewis
Sales & Customer
Service Advisor



Darren McGarry
Sales & Customer
Service Advisor



Lizzie Goodall
Sales & Customer
Service Advisor

Contact any Customer Service team member on these details:

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General Enquiries: info@showerwall.co.uk
Phone: 0333 344 8493 (Monday – Friday, 9:00am – 4:30pm)



Steph Harris
Product Manager
steph.harris@showerwall.co.uk
07525 672109



Jed Barlow
Marketing Executive
jed.barlow@showerwall.co.uk
07513 826612

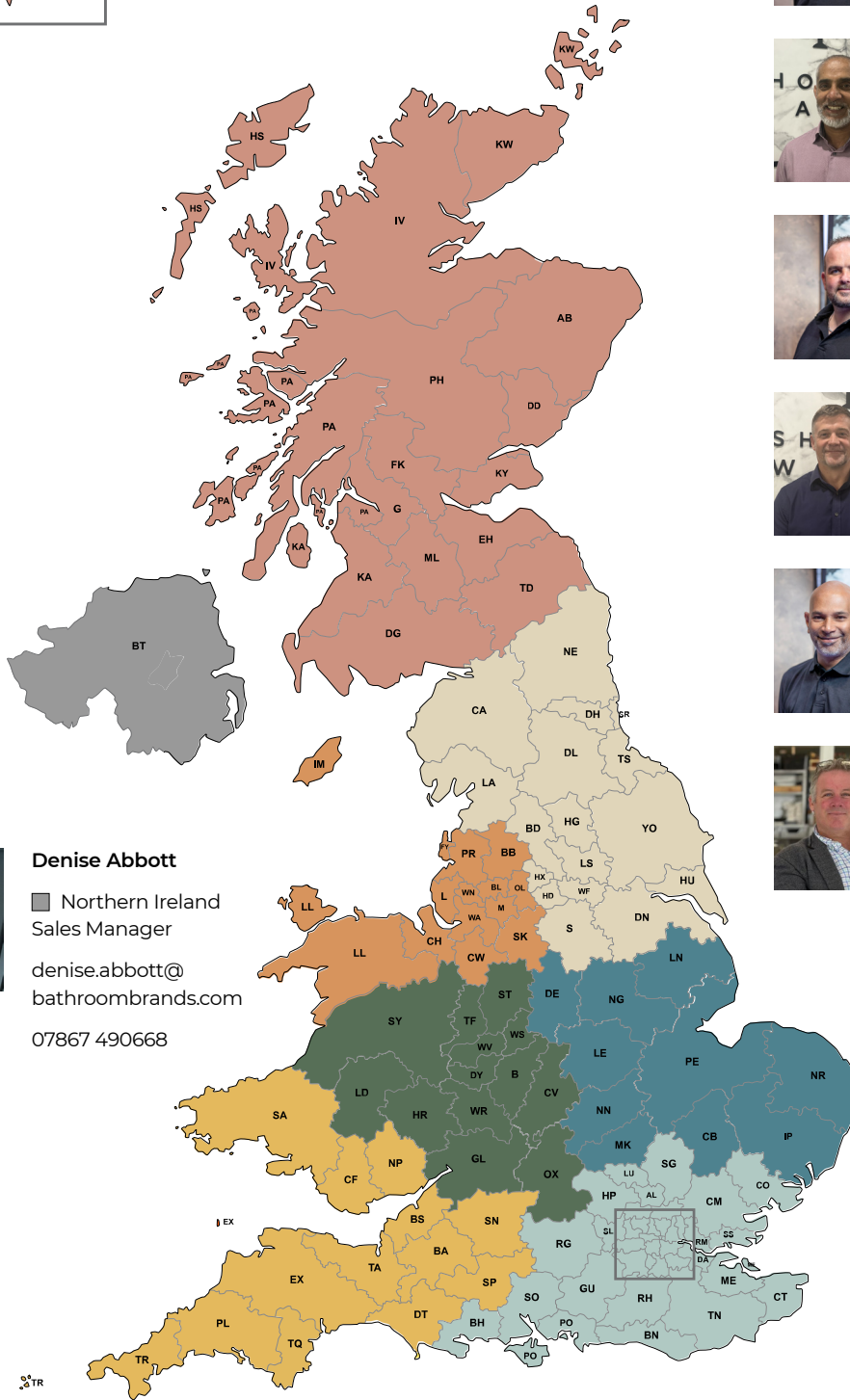


Gareth Griffiths
Sales Director – Trade
gareth.griffiths@showerwall.co.uk
07849 632929



Mark Devanney
Sales Director – Contracts
mark.devanney@showerwall.co.uk
07704 664414

AREA SALES MANAGERS



Denise Abbott
 Northern Ireland Sales Manager
 denise.abbott@bathroombrands.com
 07867 490668



Natalie Sutherland
 Scotland Area Manager
 natalie.sutherland@showerwall.co.uk
 07860 907187



Dan Clapham
 North East Area Manager
 daniel.clapham@showerwall.co.uk
 07889 322012



Maz Khaliq
 North West Area Manager
 maz.khaliq@showerwall.co.uk
 07761 203341



Chris Phillips
 East Midlands Area Manager
 chris.phillips@showerwall.co.uk
 07849 642828



Gavin Green
 West Midlands Area Manager
 gavin.green@showerwall.co.uk
 07761 206364



Usman Malik
 South-East Area Manager
 usman.malik@showerwall.co.uk
 07849 642827



David Upperton
 South-West Area Manager
 david@salasolutions.co.uk
 07731 423736

