



Showerwall Returns Policy – B2C

This policy relates to home deliveries managed by Showerwall only. If your purchase was made and delivered via one of our retail or trade partners, please reach out to them directly regarding return enquiries.

Valid Return Reasons

- Customer doesn't like it
- Surplus to requirement
- Incorrect supply
- Duplicate supply
- Cancellation before or after despatch
- Customer ordering error
- Delivery timing issues
- Product damage on delivery

Return & Restocking Fees

- 20% administration fee
- 10% repackaging fee where required
- No fees apply if goods are not collected

Fee examples:

- Pristine: 20%
- Repackaging required: 30%

Exceptions

- Decorative acrylic panels are non-returnable
- Bespoke or made-to-order products cannot be returned unless not as agreed

Showerwall, Parkhouse Industrial Estate, Newcastle-under-Lyme, Staffordshire ST5 7FB
www.showerwall.co.uk | 0333 344 8493 | info@showerwall.co.uk



Company Registration No: 03619276 | VAT No: GB702833261
Registered office: Lakeview House, Rennie Drive, Dartford, Kent DA1 5FU



Returns Process: The aim of this process is to enable you to complete your installation first; the return will then be received, inspected, and credited.

- Submit request in writing within 28 days to returns@showerwall.co.uk along with the following:
 - Proof of purchase
 - Copy of delivery note
 - Returned product details – codes & descriptions
 - Photos of any damage/fault, condition of products being returned, labels on packaging.
 - Credit issued to original supplier
 - Collection within 10 working days
 - Products must be in original packaging unless damaged

Collection Guidelines

We will collect:

- Panels in pristine condition with accessories
- Agreed resaleable panels
- Items requiring inspection
- Bulk accessories (must be pre-approved)

We will not collect:

- Unsaleable items
- Accessories without panels
- Single 600mm panels
- Remote areas such as Ireland or any extremity of the UK

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Collection Methods

- Showerwall transport: contact within 2 days, collect within 10 days.
- Customer transport: Showerwall not liable for damage, and must adhere to the following:
 - Provide photos before and after
 - Book return 48 hours in advance by emailing returns@showerwall.co.uk
 - Return within 14 days

Inspection & Credit

- Replacement parts will be ordered separately and charged in full - standard lead times apply.
- Goods inspected on return.
- Credit, if agreed, will be made against the original return and issued within 7 working days of written confirmation of credit (less fees).

Contact

returns@showerwall.co.uk | 0333 344 8493 - phone lines are open from 9 am to 4:30 pm, Monday to Friday, excluding Bank Holidays.

Last updated: **April 2026**

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