Showerwall Returns Policy – B2B

This policy relates to all retail and trade business partners of Showerwall. Please note that all returns requests must be submitted within 3 working days via BB 24/7.

Valid Return Reasons

- Change of mind
- Incorrect order
- Surplus to requirement
- Incorrect supply
- Duplicate supply
- Cancellation before or after despatch
- 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

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 including reason within 3 working days to returns@showerwall.co.uk along with the following:
    - Purchase Order
    - Sales Order reference
    - Scan of POD
    - Returned product details if not whole order
    - Photos of any damage/fault (whole product and close-up of damage/fault), condition of products being returned, labels on packaging.

Collection Guidelines

We will collect:

- Panels in pristine condition with accessories
- Agreed resaleable panels along with accessories
- Items requiring inspection due to damage/fault
- 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

Collection Methods

- Showerwall transport: contact within 2 working days, collect within 7 working 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**