



Terms & conditions

Version DLS-TC-2026-10-07 | Updated 7 October 2026

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Important

These website terms provide a general framework. Your written quotation will confirm the exact scope, price, payment schedule and any project-specific conditions. If there is a difference, the written quotation takes priority.

1. Quotations and scope

A quotation is based on the information, measurements, photographs and access available when it is prepared. It will set out the work included and any known exclusions. A quotation remains valid for the period stated on it and is not accepted until confirmed in writing.

We provide a dated copy of these terms with every bathroom quotation, before acceptance or payment of a deposit. Your written acceptance should identify the quotation reference and the version of the terms supplied. You can accept by signing the quotation, using an agreed electronic-signature service, or replying by email with your full name and a clear statement that you accept both documents. Please keep copies for your records.

Later website updates do not change the terms of an existing accepted quotation unless we agree a change with you in writing.

2. Remote and video estimates

A remote estimate is based on the videos, photographs, measurements, product information and description supplied by the customer. It is intended to provide a realistic planning figure and is not a final quotation unless DLS confirms this clearly in writing.

The estimate or quotation may be revised if measurements, product choices, access, hidden conditions or the agreed scope differ from the information supplied. DLS may request further details or a site visit before accepting the booking or starting work.

3. Booking and payment terms

Any booking deposit and stage-payment schedule will be confirmed in the written quotation and agreed before work begins. The schedule may vary depending on the project value, scope, duration and whether the job is supply-and-fit or labour-only.

Once the agreed installation is complete and your bathroom is safe and ready for normal use, we'll walk through it with you at handover. The final balance is due on the day of completion. Payment can be made using our Worldpay card machine, or by an agreed bank transfer. We will confirm your preferred payment method before handover. We do not add a surcharge for personal debit or credit card payments.

DLS accepts major consumer debit and credit cards, with card payments processed by Worldpay. DLS does not add a surcharge for paying by consumer card. Any interest, fees, credit limit or repayment arrangements are set by the customer's own card provider; DLS does not provide credit or financial advice.

Klarna now available. The Klarna payment options offered for a project will be confirmed before the customer proceeds. Any application, approval, eligibility checks, payment schedule and customer terms are provided by Klarna. UK residents aged 18+ only. See the Klarna terms and conditions (<https://www.klarna.com/uk/terms-and-conditions/>).

4. Supply-and-fit and customer-supplied products

The quotation will state whether products are supplied by DLS or by the customer. DLS cannot guarantee the quality, compatibility, condition, delivery time or manufacturer support of customer-supplied products. Additional time or remedial work caused by unsuitable, damaged, incomplete or late customer-supplied products may be chargeable.

5. Variations and additional work

Work that is not included in the accepted quotation is treated as a variation. Wherever practical, the price and any effect on the programme will be confirmed in writing, including by email or the project WhatsApp group, before the additional work is carried out.

Hidden defects or conditions that could not reasonably be identified before strip-out - such as unsafe wiring, failed plumbing, rotten timber, asbestos concerns or structural movement - may require a revised price or programme.

6. Access, utilities and the working area

The customer must provide safe and reasonable access to the property, working water and electricity, and space for tools and materials. Personal belongings should be removed from the bathroom and agreed access route before work starts.

7. Dates and delays

Start dates and completion estimates are given in good faith. DLS will communicate material changes, but is not responsible for reasonable delays caused by matters outside its control, including product availability, customer changes, hidden defects, utility failures, severe weather or delays by manufacturers and suppliers.

8. Completion, snagging and aftercare

We want you to enjoy your new bathroom with confidence. During the first two weeks, please keep a list of any minor finishing adjustments you notice, such as a cupboard handle needing adjustment or a small cosmetic touch-up. Send us the list and we'll arrange a return visit to put any installation snags right. The two-week review is not a deadline for reporting defects.

Minor cosmetic snags do not normally postpone the final payment date. Our aftercare continues after payment, so you do not need to keep the account open to receive this support.

Please report any leak, safety concern or problem affecting normal use immediately - do not wait for the two-week review. We treat these as urgent and aim to attend within a couple of hours wherever possible.

Genuine disputes about incomplete or defective work will be addressed separately. Your statutory rights are unaffected.

9. Workmanship guarantee

DLS provides a 24-month workmanship guarantee from practical completion. It covers faults caused by DLS workmanship and does not cover normal wear, accidental damage, misuse, lack of maintenance, product defects, movement in the building, customer-supplied products or work altered by another person after completion.

10. Cancellation and cooling-off rights

Where a consumer contract is agreed at the customer's home or at a distance, a statutory 14-day cancellation period may apply. If the customer asks DLS in writing to begin work during that period and later cancels, the customer may be required to pay a proportionate amount for work already completed and for non-returnable or bespoke items ordered with their approval.

Outside any statutory cancellation period, reasonable costs and losses already committed by DLS may be deducted from sums paid or charged separately. Project-specific cancellation arrangements will be stated in the written quotation.

11. Photographs

DLS may ask to photograph completed work for its portfolio and marketing. Personal information, addresses and identifying details will not be published without permission. Customers may ask DLS not to use project photographs.

12. Concerns and complaints

Please raise concerns promptly so DLS can inspect the issue and propose a solution. Contact DLS Bathrooms Ltd by email at info@dlsbathrooms.co.uk or call 07539 037841.

13. Statutory rights and governing law

Nothing in these terms removes or limits rights that cannot legally be excluded, including rights under UK consumer law. These terms are governed by the laws of England and Wales.