

Delivery Information

Delivery Costs

Mainland England

Small Sized Parcels - £13

Medium Sized Parcels - £21

Large, Heavy Parcels - £35

All order over £500 will be free of charge

We do not deliver to Scotland or Northern Ireland.

Shipping Information

Enter your postcode at the checkout for a delivery price.

We work with a handful of third parties to deliver your order, but if any issues arise, our Customer Services team are available via email or live chat to resolve any issues.

Small orders will be shipped via a parcel courier. A signature is not always required as they can be left with a neighbour, posted through your letterbox or left safe at your property.

Large orders will be sent via a pallet kerbside delivery courier and will be left for storage at your responsibility.

Kerbside Delivery

Deliveries arrive on an truck with tail-lift and are strictly to the kerbside. If your property has restricted access please let us know at the time of ordering via email or our online chat. This may incur an additional charge.

Hazards or obstructions e.g. steps, lifts, uneven or gravel paths/driveways may necessitate the delivery being made to an alternative location nearest to the property.

Goods will not be broken down or discharged by the driver. Take caution when removing all packaging to avoid damages and injury. Please assess the weight of the boxes as bathroom products can be heavy, precautions may need to be made.

We reserve the right to apply a flat rate charge of £35 for any re-delivery which exceeds two attempts where the customer is not present to sign for the goods on the arranged day.

Damaged Goods/Missing Items

Before signing off on the delivery, please ensure to check all products for damage or if there is an item missing from the delivery.

If any of these issues arise when checking the delivery, please note this on the delivery note and contact us within 48 hours at sales@klb-bathrooms.co.uk. If you are reporting about damaged goods, please ensure to take some pictures and send those to us along with your e-mail.

Finally, please ensure you are happy with your products prior to installation as we are unable to accept returns for any item(s) that have been installed.

Amendments/Cancellations

Once your order has been processed and a dispatch note sent to your e-mail, we are unable to make any changes to the order.

UK Postcode Area Map

