

Terms & Conditions

Adelphi Bathrooms (Bollington) Ltd
Trading as Marple Bathrooms

Last updated: 19 September 2026

These Terms & Conditions apply to the supply of bathroom products, bathroom design services, delivery services and installation services provided by **Adelphi Bathrooms (Bollington) Ltd**.

They apply to quotations accepted in person, by email, electronically through Xero, by telephone where applicable, and to purchases made through our website.

By accepting our quotation or placing an order with us, you agree to these Terms & Conditions.

1. About Us

Adelphi Bathrooms (Bollington) Ltd
46 Market Street
Marple
Stockport
SK6 7AD
United Kingdom

Company number: 14069821
Email: enquiries@marplebathrooms.co.uk
Telephone: 0161 553 1371

2. Our Services

Adelphi Bathrooms provides bathroom design, planning, supply and installation services.

Depending on the quotation, our services may include:

- Bathroom design and planning.
- Supply of bathroom furniture and sanitaryware.
- Supply of showers, taps and bathroom fittings.
- Supply of tiles, wall panels and flooring.
- Supply of radiators and towel warmers.
- Delivery of products.
- Removal of existing bathroom fittings where specifically included.
- Installation of bathroom products.
- Associated plumbing, electrical, tiling, joinery and building work where specifically included in the quotation.

Only products and services specifically identified in the accepted quotation are included in the contract.

3. Quotations

All quotations are based on the information, measurements, specifications and requirements available to us at the time the quotation is prepared.

Unless otherwise stated on the quotation, quotations are valid for the period specified on the quotation.

Prices may change after the quotation expiry date, particularly where manufacturer prices, supplier costs, taxes or other relevant costs have changed.

A quotation does not become a binding contract until it has been accepted in accordance with Section 4.

4. Acceptance of Your Quotation — Xero

When we issue a quotation through **Xero**, the quotation may include an electronic "**Accept**" option.

By clicking "Accept" on a quotation issued through Xero, you confirm that you have read, understood and agree to these Terms & Conditions. Acceptance of the quotation through Xero constitutes your acceptance of these Terms & Conditions and forms part of the contract between you and Adelphi Bathrooms (Bollington) Ltd.

By accepting a quotation, you confirm that:

- You have reviewed the quotation and the products and services included.
- You have checked the specification, quantities, finishes and other details shown on the quotation.
- The information and measurements you have provided to us are accurate to the best of your knowledge.
- You agree to the quoted price, subject to any subsequently agreed variations.
- You agree to these Terms & Conditions.
- You authorise us to proceed with the order in accordance with the accepted quotation.

Electronic acceptance through Xero may be recorded and retained by us and may be used as evidence of your acceptance of the quotation and these Terms & Conditions.

The quotation, these Terms & Conditions and any written specification or agreed variation together form the contract between you and Adelphi Bathrooms (Bollington) Ltd.

5. Changes to Your Order

Once a quotation has been accepted, changes to the design, products, specifications or installation requirements may affect the price and/or timescale.

We will discuss proposed changes with you before proceeding where reasonably practicable.

Additional products, labour or services requested after acceptance may be charged in addition to the original quotation.

Where a product is changed at your request, any difference in price will be reflected in the revised price.

6. Measurements and Site Surveys

Where we carry out a site survey, measurements are taken for the purpose of planning and preparing your bathroom installation.

You remain responsible for informing us of any known issues relating to the property that may affect the works, including concealed services, structural issues, previous alterations, leaks or known defects.

Where measurements or information are supplied by you or another contractor, we will be entitled to rely on that information unless we have agreed otherwise in writing.

If unforeseen conditions are discovered after work begins, additional work may be required. We will discuss any significant additional cost with you before proceeding where reasonably practicable.

7. Product Information

We make reasonable efforts to ensure that product descriptions, images, colours, dimensions and specifications are accurate.

However:

- Colours may vary between screens, photographs and physical products.
- Manufacturers may change specifications, finishes or packaging.
- Natural materials may contain variations in colour, texture and pattern.
- Product images may show accessories that are not included.
- Dimensions should be checked carefully before installation.

Where a manufacturer changes a product after your order has been accepted, we may offer an equivalent or alternative product where appropriate and will discuss material changes with you.

8. Payment and Deposits

Payment terms will be set out in your quotation or invoice.

Where a deposit is required, the amount and payment date will be stated on the quotation.

A deposit may be used to cover costs associated with ordering products, reserving installation dates and preparing your project.

Where you cancel a contract, any amount retained or charged will be limited to amounts permitted by applicable law and the terms of the contract.

We will not automatically treat every deposit as non-refundable.

9. Product Availability

Many bathroom products are sourced from third-party manufacturers and suppliers.

We will provide estimated lead times where possible, but these are not guaranteed unless specifically agreed in writing.

Supplier or manufacturer delays may affect the installation schedule.

Where a significant delay occurs, we will discuss the situation with you and take reasonable steps to minimise its impact.

10. Delivery

We will arrange delivery in accordance with the quotation.

You must ensure that:

- The delivery address is correct.
- Suitable access is available.
- Any parking restrictions or access limitations have been communicated to us.
- Someone is available to receive the delivery where required.

If access is unsuitable or delivery cannot reasonably be completed because of circumstances for which you are responsible, additional delivery or handling costs may apply where reasonable and permitted by law.

11. Checking Products Before Installation

Products should be checked as soon as reasonably possible after delivery and before installation.

If a product appears damaged, defective, incorrect or incomplete, you should notify us before it is installed.

We may ask you to provide photographs or other information to help us investigate.

Products should not be installed where an obvious defect or damage could reasonably have been identified beforehand.

This does not affect your statutory rights.

12. Installation Services

Where installation is included in your quotation, we will carry out the agreed works with reasonable care and skill.

The exact scope of the installation will be determined by the accepted quotation and any agreed specification.

Unless specifically included, the quotation does not automatically include:

- Structural alterations.
- Major building work.
- Asbestos removal.

- Remedial work caused by previously concealed defects.
- Replacement of defective existing plumbing or electrical systems.
- Rectification of pre-existing problems.
- Making good areas outside the agreed scope of work.

Where unforeseen problems are discovered during installation, we will discuss the issue and any additional work or cost with you before proceeding where reasonably practicable.

13. Existing Plumbing, Electrical and Building Conditions

Existing properties may contain concealed pipes, cables, structural defects, damp, rot or other issues that cannot reasonably be identified before work begins.

We cannot be responsible for defects or conditions that were concealed and could not reasonably have been identified during our survey.

Where such conditions affect the work, additional work may be required.

Any additional works will be discussed with you and, where reasonably practicable, agreed before they are undertaken.

14. Customer Responsibilities During Installation

You agree to provide reasonable access to the property during the agreed installation period.

You should ensure that:

- The working area is reasonably accessible.
- Personal belongings and valuables are removed from the working area.
- Water, electricity and other necessary utilities are available where required.
- Pets and children are kept away from the working area.
- Any parking or access restrictions are communicated to us.

Installation dates may need to change where access or working conditions are unsuitable.

15. Installation Timescales

We will provide an estimated installation start date and/or timeframe where possible.

Installation timescales may change due to:

- Supplier or manufacturer delays.
- Unforeseen building conditions.
- Additional works.
- Changes requested by the customer.
- Delays caused by other contractors.
- Circumstances outside our reasonable control.

Where we become aware of a significant delay, we will communicate this to you.

16. Tiles, Natural Materials and Batch Variations

Tiles, stone, marble, wood, brass and other natural or manufactured materials may vary between batches.

Variations in shade, colour, texture, pattern or finish may occur and are not necessarily defects.

Customers should inspect products before installation.

We recommend ordering sufficient quantities at the same time to minimise batch variations.

Once products have been installed, you should notify us immediately if you believe there is a problem.

17. Bespoke and Special-Order Products

Some products are specially manufactured, customised or ordered specifically for an individual project.

Examples may include products made to specific measurements, colours, finishes or configurations.

Where applicable, such products may not be subject to statutory cancellation rights that apply to standard goods.

We will advise you where an order is considered bespoke, personalised or specially manufactured.

18. Cancellation and Consumer Rights

If you are a consumer and enter into a distance or off-premises contract, you may have statutory cancellation rights.

Where applicable, consumers generally have a 14-day cancellation period, subject to the specific rules and exceptions applying to the contract and products concerned.

Certain bespoke or customised goods may be excluded from cancellation rights.

Where a service begins during a statutory cancellation period at your express request, you may be required to pay for services properly supplied before cancellation, where the law permits this.

Nothing in these Terms & Conditions removes or restricts any statutory cancellation rights that apply to you.

19. Returns

Where you have a statutory right to return goods, we will provide appropriate instructions for returning them.

Goods should be returned in accordance with the applicable cancellation and consumer-rights rules.

Where permitted by law, you may be responsible for reasonable return costs.

Products should be returned in appropriate condition and packaging where reasonably possible.

This section does not affect your statutory rights.

20. Faulty or Defective Products

If goods are faulty, not as described, not of satisfactory quality or not fit for purpose, you may have statutory rights including repair, replacement, price reduction or refund depending on the circumstances.

Please contact us as soon as reasonably possible if you believe a product is defective.

We may need to inspect the product or obtain information from the manufacturer before determining the appropriate remedy.

We will not require you to give up any rights you have under applicable consumer law.

21. Installation Defects

Where Adelphi Bathrooms provides the installation service, the service will be carried out with reasonable care and skill.

If you believe there is a problem with our installation work, please contact us promptly so that we can investigate and, where appropriate, put the issue right.

22. Manufacturer Warranties

Some products carry warranties or guarantees provided by the manufacturer.

Where applicable, warranty information will be provided with the product or made available to you.

Manufacturer warranties are additional to, and do not replace, your statutory rights against Adelphi Bathrooms.

23. Payments and Outstanding Balances

Invoices are payable according to the payment terms stated on the invoice or quotation.

Where an outstanding balance is due following completion of installation, payment should be made in accordance with the agreed payment terms.

If there is a genuine dispute regarding part of an invoice, you should notify us promptly and explain the basis of the dispute.

Nothing in this section removes your statutory rights.

24. Cancellation by Adelphi Bathrooms

We may need to cancel or suspend an order where circumstances make it impossible or impractical for us to fulfil the contract, including where a product becomes permanently unavailable.

Where we cancel a contract and you are legally entitled to a refund, we will provide the appropriate refund.

We will not use this provision to avoid our legal obligations to you.

25. Events Outside Our Reasonable Control

We are not responsible for delays caused by circumstances outside our reasonable control.

These may include severe weather, flooding, fire, supplier failures, transport disruption, strikes, shortages, government action, utility failures or other unforeseen circumstances.

Where such circumstances affect your project, we will take reasonable steps to notify you and minimise the impact.

26. Liability

Nothing in these Terms & Conditions excludes or limits liability that cannot legally be excluded or limited.

In particular, nothing excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or liability for defective goods or services where such exclusion would be unlawful.

We are not responsible for losses caused by circumstances outside our reasonable control or by incorrect information, measurements or instructions supplied by you, subject always to your statutory rights.

27. Intellectual Property

Unless otherwise stated, website content, photographs, text, graphics, logos and other materials belonging to Adelphi Bathrooms or its licensors may not be reproduced or used without permission.

Bathroom designs, drawings and plans prepared by us remain our intellectual property unless otherwise agreed in writing.

28. Website Information

We make reasonable efforts to ensure that information on www.marplebathrooms.co.uk is accurate and up to date.

Product information may be provided by manufacturers and suppliers and may change without notice.

We do not guarantee that the website will always be available or free from errors.

29. Privacy

We process personal information in accordance with our Privacy Policy.

Our Privacy Policy explains how personal information is collected, used and protected.

30. Complaints

If you have a complaint about our products, design service, installation or any other aspect of your order, please contact us as soon as possible.

Adelphi Bathrooms (Bollington) Ltd
46 Market Street
Marple
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SK6 7AD
United Kingdom

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Telephone: 0161 553 1371

We will investigate complaints and aim to resolve them fairly and promptly.

31. Fair and Transparent Terms

These Terms & Conditions are intended to be fair and transparent.

Nothing in these Terms & Conditions is intended to exclude or restrict rights that cannot legally be excluded or restricted.

32. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Nothing in these Terms & Conditions affects any mandatory consumer rights that apply to you.

33. Entire Agreement

The accepted quotation, these Terms & Conditions and any written specifications or variations agreed between you and Adelphi Bathrooms (Bollington) Ltd form the agreement between the parties in relation to the relevant products and services.

If there is a conflict between documents, any specific written agreement or variation expressly agreed for your project will take precedence over these general Terms & Conditions to the extent of that conflict.

34. Contact Details

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Xero quotation wording

I'd also put this short notice directly onto your Xero quotations:

Xero Quotation Acceptance Notice

IMPORTANT – ACCEPTANCE OF QUOTATION

By clicking “**Accept**” on this quotation, you confirm that you have checked the quotation, including the products, quantities, specifications and services included, and agree to the quoted price.

By accepting this quotation through Xero, you also confirm that you have read, understood and agree to the Adelphi Bathrooms (Bollington) Ltd Terms & Conditions, which form part of your contract with us.

Your electronic acceptance will be recorded by Xero and may be retained as evidence of your acceptance of the quotation and our Terms & Conditions.

Our Terms & Conditions are available at [**www.marplebathrooms.co.uk**](http://www.marplebathrooms.co.uk).