

Balmoral



T I M E L E S S E L E G A N C E

JULY 2021



Balmoral

WELCOME

Inspired by the iconic Balmoral Castle and handcrafted from materials of exceptional quality, Balmoral captures a rich authentic heritage. This, combined with modern production methods, creates a truly breathtaking and unrivalled offering.

Balmoral Furniture provides the ultimate combination of classical styling and quality manufacturing. Manufactured in our purpose-built UK facility, all Balmoral Furniture is constructed from the finest FSC raw materials and factory assembled.

The Balmoral Collection provides you with endless design opportunities for your new dream bathroom.

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Balmoral

FURNITURE

Balmoral Furniture provides the ultimate combination of classical styling and quality manufacturing. Manufactured in our purpose-built UK facility all balmoral furniture is constructed from the finest FSC raw materials and factory assembled.

Featuring:



FULLY
ASSEMBLED



18MM
CONSTRUCTION



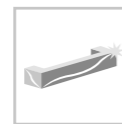
4 COLOUR
CHOICES



SOFT
CLOSE
DOORS



SOLID SURFACE
WHITE CARRARA
WORKTOPS



POLISHED
CHROME
HANDLE



10
YEAR
GUARANTEE
FURNITURE



5
YEAR
GUARANTEE
MIRRORS





Balmoral



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FURNITURE UNITS

2 Door Washstand Unit with White Carrara Worktop & Counter Top Basin
W60 x H89 x D46
£773



Cashmere Grain
N141666TH
N141666NH

1 Taphole
No Taphole



Fjord Grain
N141766TH
N141766NH



Ocean Grain
N141866TH
N141866NH



Dusk Grain
N141966TH
N141966NH

2 Door Washstand Unit with White Carrara Worktop & Counter Top Basin
W80 x H89 x D46
£886



Cashmere Grain
N141668TH
N141668NH

1 Taphole
No Taphole



Fjord Grain
N141768TH
N141768NH



Ocean Grain
N141868TH
N141868NH



Dusk Grain
N141968TH
N141968NH

2 Door Unit & Ceramic Furniture Basin
W60 x H89 x D46
£552



Cashmere Grain
N141659

1 Taphole



Fjord Grain
N141759



Ocean Grain
N141859



Dusk Grain
N141959

2 Door Unit & Ceramic Furniture Basin
W80 x H89 x D46
£664



Cashmere Grain
N141660

1 Taphole



Fjord Grain
N141760



Ocean Grain
N141860



Dusk Grain
N141960

FURNITURE UNITS

2 Door Unit with White Carrara Worktop & Undercounter Basin
W60 x H86 x D46
£749



Cashmere Grain
N141661

No Taphole



Fjord Grain
N141761



Ocean Grain
N141861



Dusk Grain
N141961

2 Door Unit with White Carrara Worktop & Undercounter Basin
W80 x H86 x D46
£861



Cashmere Grain
N141662

No Taphole



Fjord Grain
N141762



Ocean Grain
N141862



Dusk Grain
N141962

2 Door Semi Recess Unit & Basin
W59 x H98 x D48
£582



Cashmere Grain
N141637

1 Taphole



Fjord Grain
N141737



Ocean Grain
N141837



Dusk Grain
N141937

Back to Wall Unit, Cistern, WC & White Seat
W50 x H86 x D21 + D²77
£674



Cashmere Grain
N141683BA



Fjord Grain
N141783BA



Ocean Grain
N141883BA



Dusk Grain
N141983BA

PORTIA



- Touch On/Off sensor
- LED backlit mirror
- Heated demister pad
- Vertical/horizontal mounting
- Patina effect frame
- IP44 rated
- A+ energy rating

H80 x W60 x D5 MI095 £384

LIBRA



- Brushed stainless steel outer frame
- Polished inner frame
- Can be mounted vertically or horizontally

H76 x W61 x D1.6 MI104 £184

VICTORIANA



- Motion On/Off sensor
- LED backlit mirror
- Heated demister pad
- IP44 rated
- Shaver socket
- 22mm bevelled edge
- A+ energy rating

H75 x W55 x D4 MI047 £369

BALMORAL



- Motion On/Off sensor
- LED backlit mirror
- Heated demister pad
- IP44 rated
- Shaver socket
- 22mm bevelled edge
- A+ energy rating

H75 x W55 x D4 MI048 £369

Balmoral

CERAMICS

Functionality, quality and comfort combine with style and innovation in our range of sanitaryware. Our products make dynamic use of space, elegance and practicality to offer you the range of options you expect.

Some models feature:



CERAMICS



3/6 LITRE
FLUSH





Balmoral



Balmoral

BASINS & WC



BA060 £537
2 Taphole Round Basin & Frame
 H90 (H² 100) x W58 x D54



BA062 £537
1 Taphole Round Basin & Frame
 H90 (H² 100) x W58 x D54



BA063 £543
1 Taphole Square Basin & Frame
 H90 (H² 100) x W58 x D47



BA050R £299
2 Taphole Round Basin & Pedestal
 H90 (H² 100) x W58 x D54



BA054R £305
1 Taphole Round Basin & Pedestal
 H90 (H² 100) x W58 x D54



BA050S1 £299
1 Taphole Square Basin & Pedestal
 H90 (H² 100) x W58 x D47



BA051R £284
2 Taphole Round Cloak Basin & Pedestal
 H90 (H² 100) x W53 x D40



BA070R Complete £287
2 Taphole Round Cloak Basin
 Inc Ornate Brackets
 W53 x D40

BASINS & WC



BA043 Complete £784
High Level Pan, Cistern, Pipes & Brackets
 Inc Soft Close Seat & Cover
 H210 x W42 x D69



White (W)



Oak (O)



Mahogany (M)

Please choose the colour of Toilet Seat required
 e.g BA043(M) for Mahogany Seat



BA042 Complete £486
Low Level Pan, Cistern & Fittings
 Inc Soft Close Seat & Cover
 2 flush options
 H100 x W42 x D69

3 litre flush
 6 litre flush



BA040 Complete £424
Close Coupled Pan, Cistern & Fittings
 Inc Soft Close Seat & Cover
 2 flush options
 H89 x W42 x D74

3 litre flush
 6 litre flush



TBK001 £102
Ornate Brackets
 Chrome
 L23 x H16



BA044 Complete £311
Back To Wall WC
 Inc Soft Close Seat & Cover
 H40 x W36 x D48



BA026 £138
1 Taphole Semi-Recess Basin
 H16 x W59 x D48
 (Recess 28)

Balmoral

BATHS

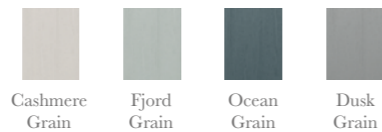
Luxurious freestanding baths mounted on elegant ball and claw feet offering an air of sophistication and aesthetic beauty to your bathroom. Handcrafted from materials of exceptional quality, our baths capture a rich authentic heritage - this, combined with modern production methods, creates a truly breathtaking offering.



BATHS



Bath Panels available in sizes:
1700, 1800, 800 & 700.



To view the full range of baths, please see the Phoenix Enclosures/
Baths/Brassware Brochure.



TIFFANY



RT021 £1647
**Twin Skinned Acrylic
Freestanding Bath**
Including Chrome Overflow and Klik Waste
L170 x W77 x H65/80 x D45
Capacity 225 litres



STAINFORTH



RT002

£916

**Twin Skinned Acrylic Double
Ended Roll Top Bath**

Includes chrome feet

L170 x W75 x H62 x D42 Capacity 200 litres





RT004 £1010
**Twin Skinned Acrylic Double
Ended Slipper Bath**
Includes chrome feet
L175 x W72 x H77 x D45 Capacity 200 litres





RT003
**Twin Skinned Acrylic Single
Ended Slipper Bath**
Includes chrome feet
L155 x W73 x H79-62 x D43
Capacity 200 litres

£986



Balmoral

BRASSWARE & SHOWERS

Exquisitely crafted from chrome plated brass, the Balmoral taps and showers collections are effortlessly accompanied by our exclusive accessories. Balmoral seamlessly blends modern safety functions with impeccable authentic design allowing you to re-invigorate and cleanse your body and mind.

Featuring:



BRASSWARE



CARTRIDGES

Low Pressure Systems All products in the Phoenix showering range have been designed to work from a low pressure 0.2 Bar system, unless they carry one of our symbols. You'll find them throughout our brassware section to help you when choosing your items. For showers on a low/medium pressure system, we recommend that a negative head pump is installed.

LP

Minimum of 0.2 Bar

MP

Minimum of 0.5 Bar

HP

Minimum of 1.0 Bar

HP+

Minimum of 2.0 Bar





HF009 £104
Basin Mono Mixer
Including Klik Waste



MP
HF019 £227
Bath Shower Mixer
Including Hose & Handset



HF001 £93
Basin Taps



HF003 £102
Bath Taps



HF007 £112
Wall Basin Filler



MP
SV044TR £350
Wall Mounted
THERMOSTATIC Bath Filler

BALMORAL LEVER



YO009 £108
Basin Mono Mixer
 Including Klik Waste



MP
 YO019 £225
Bath Shower Mixer
 Including Hose & Handset



YO001 £95
Basin Taps



YO003 £102
Bath Taps



HF007 £112
Wall Basin Filler



MP
 SV044TR £350
Wall Mounted THERMOSTATIC Bath Filler

WASTES



WA001
Basin Waste with Plug
& Chain £16



WA004
Round Retainer Bath Waste £17



WA016
Traditional Bottle Trap £33



WA006
Exposed Retainer Bath Waste £76



WA009
Shallow Seal Bath Trap £91



WA007
Roll Top Bath Pack £250



ACCESSORIES



A09005
Traditional Robe Hook £27
Brass



A09004
Soap Dish & Holder £38
Brass & Frosted Glass



A09003
Cup & Holder £38
Brass & Frosted Glass



A09006
Towel Ring £35
Brass



A09001
Toilet Brush & Holder £71
Brass & Frosted Glass



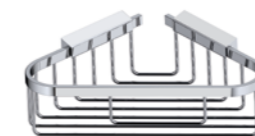
A09007
Traditional Glass Shelf £82
Brass W50



A09002
Paper Holder £49
Brass



WBA010
Square Corner Basket £52
Brass
H8 x W20 x D20



WBA011
Corner Basket £52
Brass
H8 x W21 x D21



WBA012
Single Basket £44
Brass
H8 x W21 x D12



WBA014
Glass Shelf £50
H7 x W27 x D10



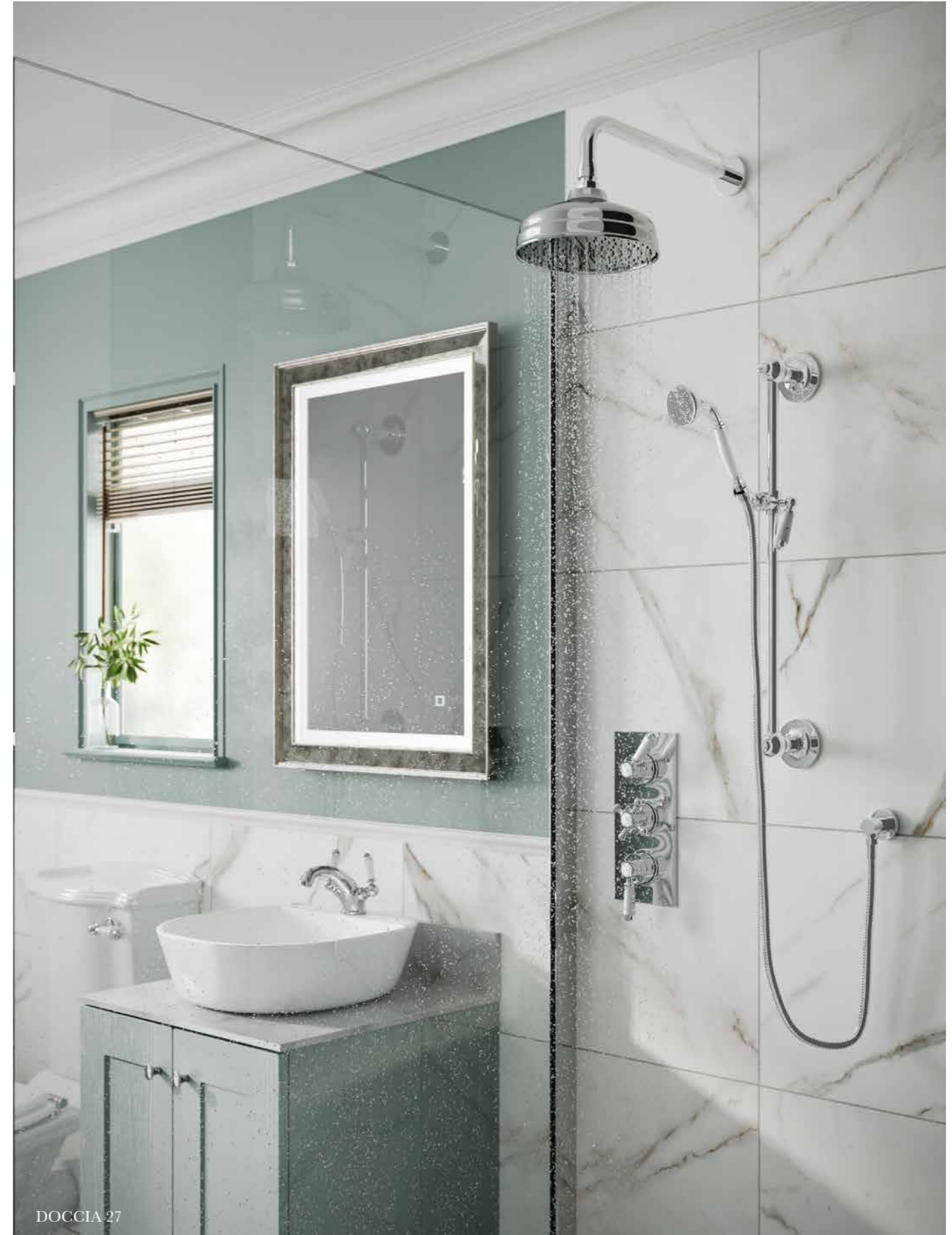
WBA009
Double Corner Basket £71
Brass
H36 x W20 x D16

EXPOSED THERMOSTATIC SHOWER



HFVP001 £633
Exposed Thermostatic Valve
With Diverter, Rigid Riser Rail &
Hand Shower

CONCEALED SHOWER



DOCCIA 27

BALMORAL SHOWERING



DOC25 £401
 • Thermostatic Shower Valve
 • 200mm Shower Head & Wall Arm



DOC26 £574
 • Thermostatic Shower Valve
 • 200mm Shower Head & Wall Arm
 • Slide Rail with Handset
 • Outlet Elbow



DOC79 £385
 • Thermostatic Shower Valve
 • 200mm Shower Head & Ceiling Arm



DOC80 £558
 • Thermostatic Shower Valve
 • 200mm Shower Head & Ceiling Arm
 • Slide Rail with Handset
 • Outlet Elbow



DOC27 £640
 • Thermostatic Shower Valve
 • 200mm Shower Head & Wall Arm
 • Slide Rail with Handset
 • Outlet Elbow



DOC28 £732
 • Thermostatic Shower Valve
 • 200mm Shower Head & Wall Arm
 • Slide Rail with Handset
 • Waste & Overflow Filler
 • Outlet Elbow



DOC81 £624
 • Thermostatic Shower Valve
 • 200mm Shower Head & Ceiling Arm
 • Slide Rail with Handset
 • Outlet Elbow



DOC82 £717
 • Thermostatic Shower Valve
 • 200mm Shower Head & Ceiling Arm
 • Slide Rail with Handset
 • Waste & Overflow Filler
 • Outlet Elbow

BALMORAL SHOWERING

Balmoral

HEATING

Impeccable designs and authentic styling across our heating collection, enriched with complementary thermostatic radiator valves, gives you total choice in the design process knowing that quality is assured.



RADIATORS



ALL ELECTRIC RADIATORS

DUAL FUEL

All our designer radiators can be used in conjunction with central heating systems. We have also developed dual fuel radiators which can be used with both a central heating system and as a stand-alone unit. Control your heating further with the dual fuel radiators by utilising either a standard heating element or a thermostatic element.



Each radiator style will be marked with the relevant symbols for fuel types available:



CENTRAL HEATING



DUAL FUEL



THERMOSTATIC DUAL FUEL



DIGITAL THERMO DUAL FUEL



PRE-FILLED ELECTRIC²
(Production item, filled with **FERMOX**)



NICOLE 2 COLUMN



Size shown 1800 x 372



Size shown 1200 x 372



Size shown 1800 x 287

NICOLE 2 COLUMN - WHITE



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1200	372	372	76	853	2910	RA920	£323
1800	287	287	76	959	3271	RA921	£323
1800	372	372	76	1279	4365	RA922	£385

NICOLE 2 COLUMN - ANTHRACITE



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1200	372	372	76	853	2910	RA930	£323
1800	287	287	76	959	3271	RA931	£323
1800	372	372	76	1279	4365	RA932	£385

NICOLE 2 COLUMN - LAQUERED RAW METAL



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1200	372	372	76	853	2910	RA855	£334
1800	287	287	76	959	3271	RA856	£347
1800	372	372	76	1279	4365	RA857	£421



The finish of the Raw Metal Radiator may vary between pieces, this is not a defect.



Size shown 1800 x 376



Size shown 600 x 544

NICOLE 3 COLUMN - WHITE

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
600	544	544	76	911	3107	RA130	£274
600	821	821	76	1366	4661	RA131	£417
600	999	999	76	1670	5697	RA132	£508
600	1177	1177	76	1973	6733	RA133	£598
1800	287	287	76	1461	4983	RA134	£365
1800	376	376	76	1947	6644	RA135	£439
Floor Mounting Legs (pair)						RA13LS	£29

NICOLE 3 COLUMN - ANTHRACITE

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
600	544	544	76	911	3107	RA940	£274
600	821	821	76	1366	4661	RA941	£417
600	999	999	76	1670	5697	RA942	£508
600	1177	1177	76	1973	6733	RA943	£598
1800	287	287	76	1461	4983	RA944	£365
1800	376	376	76	1947	6644	RA945	£439
Floor Mounting Legs (pair)						RA94LS	£29



Size shown 600 x 999

NICOLE 3 COLUMN - LAQUERED RAW METAL

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
600	544	544	76	911	3107	RA860	£362
600	821	821	76	1366	4664	RA861	£506
600	999	999	76	1670	5697	RA862	£616
600	1177	1177	76	1973	6733	RA863	£726
1800	287	287	76	1461	4983	RA866	£424
1800	376	376	76	1947	6644	RA867	£514
Floor Mounting Legs (pair)						RA86LS	£42



Size shown 1800 x 287



The finish of the Raw Metal Radiator may vary between pieces, this is not a defect.

NICOLE 4 COLUMN



Size shown 600 x 785



NICOLE 4 COLUMN

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
400	1010	1010	82	1750	5970	RA411	£596
400	1190	1190	82	2068	7055	RA412	£670
600	605	605	82	1539	5250	RA413	£416
600	785	785	82	2012	6866	RA414	£509
600	1010	1010	82	2604	8885	RA415	£646
Floor Mounting Legs (pair)						RA41LS	£31

NICOLE 6 COLUMN



Size shown 300 x 1415



NICOLE 6 COLUMN

CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
300	1010	1010	119	2013	6869	RA420	£842
300	1190	1190	119	2379	8117	RA421	£952
300	1415	1415	119	2837	9679	RA422	£1099
Floor Mounting Legs (pair)						RA42LS	£33

4 Leg Pairs Required

YORK



YORK WHITE CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	659	505	105	1300	3514	RA063	£549



Type	Height	Width	Element Watts	Product Code	Price
Pre-filled all electric	952	659	500	EA063	£655
Dual fuel	952	659	500	RA163	£599



YORK BLACK CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	659	505	105	1300	3514	RA098	£549



Type	Height	Width	Element Watts	Product Code	Price
Pre-filled all electric	952	659	500	EA098	£655
Dual fuel	952	659	500	RA168	£599

ELLA



ELLA CH

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1500	590	445	92	833	3014	RA040	£725

WI-FI DIGITAL TOUCHSCREEN THERMOSTATIC TIMER



	White	Black	
Digital Touchscreen Thermostatic Timer	RAE015	RAE016	£175
Timer and 150 watt Heating Element	HE010	HE015	£230
Timer and 300 watt Heating Element	HE011	HE016	£230
Timer and 600 watt Heating Element	HE012	HE017	£230

ELIZABETH



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
914	535	385	100	166	560	RA096	£406

VICTORIA



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	479	326	102	487	1663	RA111	£499

ANNE



Height	Width	Pipe Centres	Wall to Pipe Centres	Output Watts	BTU's	Product Code	Price
700	400	325	115	162	551	RA097	£296

HELENA



Height	Width	Pipe Centres	Wall to Pipe Centres	Output Watts	BTU's	Product Code	Price
874	635	525	115	1238	4226	RA110	£769

TRADITIONAL VALVES



VA006
Traditional Straight Radiator Valves
Chrome

£72



VA005
Traditional Angled Radiator Valves
Chrome

£72



VA020
Oxford Thermostatic Angled Radiator Valves
Chrome





£99



VA021
Chester Thermostatic Angled Radiator Valves
Chrome

£99

Each radiator style is marked with the relevant symbols for fuel types available:

-  DUAL FUEL
-  THERMOSTATIC DUAL FUEL
-  DIGITAL THERMO DUAL FUEL
-  PRE-FILLED ELECTRIC (Production Item) †

All our electric sealed radiators are supplied pre-filled with anti-corrosion fluid to maintain product quality for years to come. Product compatibility is the responsibility of the installer.



IP55 Rated Heating Element

150 watt chrome	HE001	£58
300 watt chrome	HE002	£60
600 watt chrome	HE003	£62



Wi-Fi Digital Touchscreen Thermostatic Timer - White

White Digital Touchscreen Thermostatic Timer	RAE015	£175
White Timer and 150 watt Heating Element	HE010	£230
White Timer and 300 watt Heating Element	HE011	£230
White Timer and 600 watt Heating Element	HE012	£230



Wi-Fi Digital Touchscreen Thermostatic Timer - Black

Black Digital Touchscreen Thermostatic Timer	RAE016	£175
Black Timer and 150 watt Heating Element	HE015	£230
Black Timer and 300 watt Heating Element	HE016	£230
Black Timer and 600 watt Heating Element	HE017	£230

UNDERFLOOR HEATING

Imagine the feeling of stepping out onto a nice warm tiled floor that has been pre-heated to your desired temperature.

Whether you want it as a primary heating source or for avoiding the aforementioned irritation on a frosty morning, Phoenix Underfloor Heating Solutions are easy to install and provide heat

where and when you need it most.

Every Phoenix solution is supplied with a touchscreen programmable digital timer which sets the temperature at the time exactly how you want it, and means you will be positively bursting to make the first cuppa every morning.



Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.



Wi-Fi Includes Wi-Fi Timer available in Black or White

COST EFFECTIVE RUNNING

At 2.3p/hour/sqm* (approx), there has never been a better time to consider Phoenix underfloor heating solutions.

* based on energy prices at the time of going to print for an average 3 bedrooms semi of 15.4p/kWh. Calculations take into account the initial heat-up period and average room temperatures.

Specially designed for under a tiled area, cold floors will be a thing of the past with the fully certified, tested and CE approved Phoenix Underfloor Heating Solution, which provides you with:

- A heating mat to your desired size
- Wi-Fi programmable touchscreen digital thermostatic timer
- Thermostat floor sensors
- Complete installation and operation manual
- Control card and full test certificate
- A multi-meter tester

	Options Available:			White Timer	Black Timer	
Area 1.0sqm	150W/m2	150 Watts	ME020W	ME020B	£230	
Area 1.5sqm	150W/m2	225 Watts	ME021W	ME021B	£247	
Area 2.0sqm	150W/m2	300 Watts	ME022W	ME022B	£261	
Area 3.0sqm	150W/m2	450 Watts	ME023W	ME023B	£295	
Area 4.0sqm	150W/m2	600 Watts	ME024W	ME024B	£332	
Area 5.0sqm	150W/m2	750 Watts	ME025W	ME025B	£362	
Area 6.0sqm	150W/m2	900 Watts	ME026W	ME026B	£407	
Area 7.0sqm	150W/m2	1050 Watts	ME027W	ME027B	£446	
Area 8.0sqm	150W/m2	1200 Watts	ME028W	ME028B	£480	

PRODUCT GUARANTEE:

All product guarantees are subject to the following terms and conditions: The product has been fitted/installed in a well ventilated room with appropriate air extraction, and in accordance with the appropriate fitting instructions, local bylaws, by a competent qualified installer and in line with general good plumbing practice; The product has been maintained and cared for in accordance with the instructions (including regular and appropriate cleaning); If any product has been modified, misused, neglected, wilfully or accidentally damaged; or if Phoenix have not received payment in full; then the product guarantee is invalid.

The guarantee on all products is 12 months from the date of supply from Phoenix unless otherwise stated. The guarantee only covers the material structure of products (excluding shattering glass) and not serviceable moving parts that perish due to fair wear and tear such as cartridges, valves, hinges, seals, bulbs etc.

In the event of a guarantee claim, the liability of Phoenix is limited to the product supplied and does not extend to consequential loss or damage arising from defective product. The guarantee applies to the original purchaser ONLY and is not transferable. This guarantee does not affect your statutory rights and is applicable in the UK Mainland and Republic of Ireland (exclusions apply, see website for details). All products installed in a commercial or rental property environment carry a 12 month guarantee.

RETURNS PROCEDURE:

Phoenix appreciate that choosing your ideal bathroom does not always run as smoothly as you may wish. Whilst we do not operate a sale or return policy, we do provide an option for the return of products under the conditions below:

1. It is our policy to only accept the return of unwanted products in good condition in their unopened original packaging that have been supplied within one month from the date of invoice. Returns requests can be made via the following options:

- www.phoenix-uk.com/pages/online-returns-form
- www.phoenix-uk.co.uk/pdf/2016_Returns_Request_Form.pdf
- Email a completed returns form to returns@phoenix-uk.com

All return requests must be made by the Phoenix Customer who originally purchased the goods stating the original invoice or delivery note number, the product code and description, quantity of items for return along with a clear description of the reason for return.

2. Upon receipt of the returns request our returns team will process the relevant paperwork to arrange the collection of the requested products. We may sometimes require additional information relating to the returns request such as images of the products to highlight any relevant reason for return. It would be a benefit if these can be provided at the time the returns request is submitted to us. Once confirmation that the goods are available for collection a carrier will be booked to collect the items. Should a failed attempt be made to collect the goods for return then a fee to cover the transport costs for the failed delivery may be applied and deducted from the value of the credit.

The specifications and prices contained within this brochure are for information purposes only and, as our products are continually updated, are subject to change without prior notice. We cannot be held responsible for the use of incorrect dimensions shown for first fix without the actual products on site. All dimensions stated in this brochure are nominal and are subject to manufacturing tolerances. All prices include VAT at 20%.

For technical information and downloadable Data Sheets, please visit: www.phoenix-uk.com

To guarantee your product, please register within 15 days of receipt, visit: www.phoenix-uk.com/pages/guarantee

‡Production Item - All Electric Radiators are specially produced in our UK factory and have a production/despatch time of approx. 2-3 working days. These items cannot be cancelled or returned after production has commenced.

3. All items that are due to be returned must be suitably packaged to reduce the risk of damage during transit. Any products that are found to be returned damaged due to being unsuitably packed may result in a request for credit being refused.

4. Any products returned in a condition other than that which is stated in the returns request may result in a request for credit being refused.

5. Any items that have been reported and accepted by Phoenix as faulty or damaged will be credited in full upon inspection on return to our warehouse. Please note that any damages or shortages will only be accepted if reported within two days of receipt in writing by email. Notification outside of the two day period will void any claim.

6. All items returned, with the exception of faulty or goods reported damaged when originally delivered, will be subject to a transport and administration charge.

7. Any goods returned as not required may be subject to a restocking charge. To obtain the value of the restocking charge in advance of any return, please contact our returns team by email at returns@phoenix-uk.com providing the details of the product and original purchase invoice. Any restocking charge will be applied to the credit issued in line with our terms and conditions of sale.

As per our conditions of sale and terms of our guarantee, the liability of Phoenix is limited to the product supplied and does not extend to consequential loss or damage arising from products received defective or damaged.

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