

Balmoral



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

AUTUMN 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



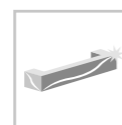
4 COLOUR
CHOICES



SOFT
CLOSE
DOORS



SOLID SURFACE
WHITE CARRARA
WORKTOPS



POLISHED
CHROME
HANDLE



10
YEAR
GUARANTEE
FURNITURE



5
YEAR
GUARANTEE
MIRRORS





Balmoral



Balmoral



Balmoral

FURNITURE UNITS

**60 Washstand
2 Door Unit**

W61 x H89 x D46

Includes:

- Counter Top Basin
- White Carrara Worktop

£773



Cashmere Grain
N141666TH
N141666NH



Fjord Grain
N141766TH
N141766NH



Ocean Grain
N141866TH
N141866NH



Dusk Grain
N141966TH
N141966NH

**1 Taphole
No Taphole**

**80 Washstand
2 Door Unit**

W81 x H89 x D46

Includes:

- Counter Top Basin
- White Carrara Worktop

£886



Cashmere Grain
N141668TH
N141668NH



Fjord Grain
N141768TH
N141768NH



Ocean Grain
N141868TH
N141868NH



Dusk Grain
N141968TH
N141968NH

**1 Taphole
No Taphole**

**60 Furniture
2 Door Unit**

W61 x H90 (H²92) x D47

Includes:

- Ceramic Furniture Basin

£552



Cashmere Grain
N141659



Fjord Grain
N141759



Ocean Grain
N141859



Dusk Grain
N141959

1 Taphole

**80 Furniture
2 Door Unit**

W81 x H90 (H²92) x D47

Includes:

- Ceramic Furniture Basin

£664



Cashmere Grain
N141660



Fjord Grain
N141760



Ocean Grain
N141860



Dusk Grain
N141960

1 Taphole

FURNITURE UNITS

**60 Furniture
2 Door Unit**

W61 x H86 x D46

Includes:

- Undercounter Basin
- White Carrara Worktop
- Supplied undrilled for choice of tap configuration

£749



Cashmere Grain
N141661



Fjord Grain
N141761



Ocean Grain
N141861



Dusk Grain
N141961

**80 Furniture
2 Door Unit**

W81 x H86 x D46

Includes:

- Undercounter Basin
- White Carrara Worktop
- Supplied undrilled for choice of tap configuration

£861



Cashmere Grain
N141662



Fjord Grain
N141762



Ocean Grain
N141862



Dusk Grain
N141962

**60 Semi Recess
2 Door Unit**

W59 x H96 (H²101) x D48

Includes:

- Ceramic Semi Recess Basin

£582



Cashmere Grain
N141637



Fjord Grain
N141737



Ocean Grain
N141837



Dusk Grain
N141937

1 Taphole

Back to Wall Unit

W50 x H86 x D21 (D²69)

Includes:

- Cistern
- WC
- White Seat

£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



TBK001 £102
Ornate Brackets
 Chrome
 L23 x H16

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



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



BA044 Complete £311
Back To Wall WC
 Inc Soft Close Seat & Cover
 H41 x W37 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



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





Ocean Grain



Fjord Grain



LUXURY SINGLE ENDED BATHS

Bath Only

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050C	£454
L170 x W75 x D43	Rectangulo No.4	205L	BH051C	£475
L180 x W80 x D43	Rectangulo No.6	230L	BH052C	£550



System 1 - Whirlpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050S1	£1015
L170 x W75 x D43	Rectangulo No.4	205L	BH051S1	£1036
L180 x W80 x D43	Rectangulo No.6	230L	BH052S1	£1111



System 2 - Airpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050S2	£1015
L170 x W75 x D43	Rectangulo No.4	205L	BH051S2	£1036
L180 x W80 x D43	Rectangulo No.6	230L	BH052S2	£1111



System 3 - Combined

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.2	185L	BH050S3	£1576
L170 x W75 x D43	Rectangulo No.4	205L	BH051S3	£1597
L180 x W80 x D43	Rectangulo No.6	230L	BH052S3	£1672



LUXURY DOUBLE ENDED BATHS

Bath Only

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053C	£454
L170 x W75 x D43	Rectangulo No.3	205L	BH054C	£475
L180 x W80 x D43	Rectangulo No.5	230L	BH055C	£550
L180 x W100 x D43	Rectangulo No.7	290L	BH056C	£651



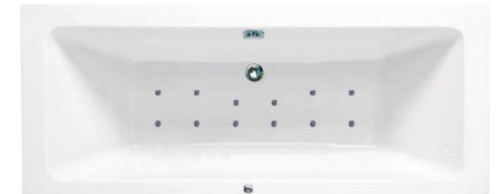
System 1 - Whirlpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053S1	£1015
L170 x W75 x D43	Rectangulo No.3	205L	BH054S1	£1036
L180 x W80 x D43	Rectangulo No.5	230L	BH055S1	£1111
L180 x W100 x D43	Rectangulo No.7	290L	BH056S1	£1212



System 2 - Airpool

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053S2	£1015
L170 x W75 x D43	Rectangulo No.3	205L	BH054S2	£1036
L180 x W80 x D43	Rectangulo No.5	230L	BH055S2	£1111
L180 x W100 x D43	Rectangulo No.7	290L	BH056S2	£1212



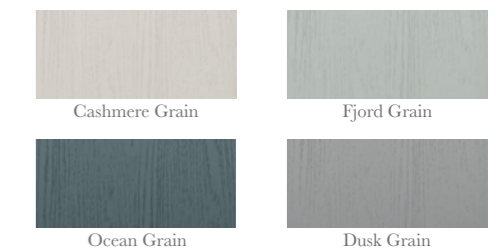
System 3 - Combined

Size	Rectangulo No.	Length	Code	Price
L170 x W70 x D43	Rectangulo No.1	185L	BH053S3	£1576
L170 x W75 x D43	Rectangulo No.3	205L	BH054S3	£1597
L180 x W80 x D43	Rectangulo No.5	230L	BH055S3	£1672
L180 x W100 x D43	Rectangulo No.7	290L	BH056S3	£1773



Panel Size

	Cashmere Grain	Fjord Grain	Ocean Grain	Dusk Grain	
700mm	PF16080	PF17080	PF18080	PF19080	£95
800mm	PF16082	PF17082	PF18082	PF19082	£107
1700mm	PF16091	PF17091	PF18091	PF19091	£178
1800mm	PF16092	PF17092	PF18092	PF19092	£191



WPC027 £136 1.5KW Inline heater For system 1 & 3 only	OPTIONAL EXTRAS (Factory Fitted) WPC029 £216 Colour kinetic underwater light For system 1, 2 & 3	WPC028 £38 ELCB Protection For system 1, 2 & 3
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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



HF013 £151
Bath Filler



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



YO013 £151
Bath Filler



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

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

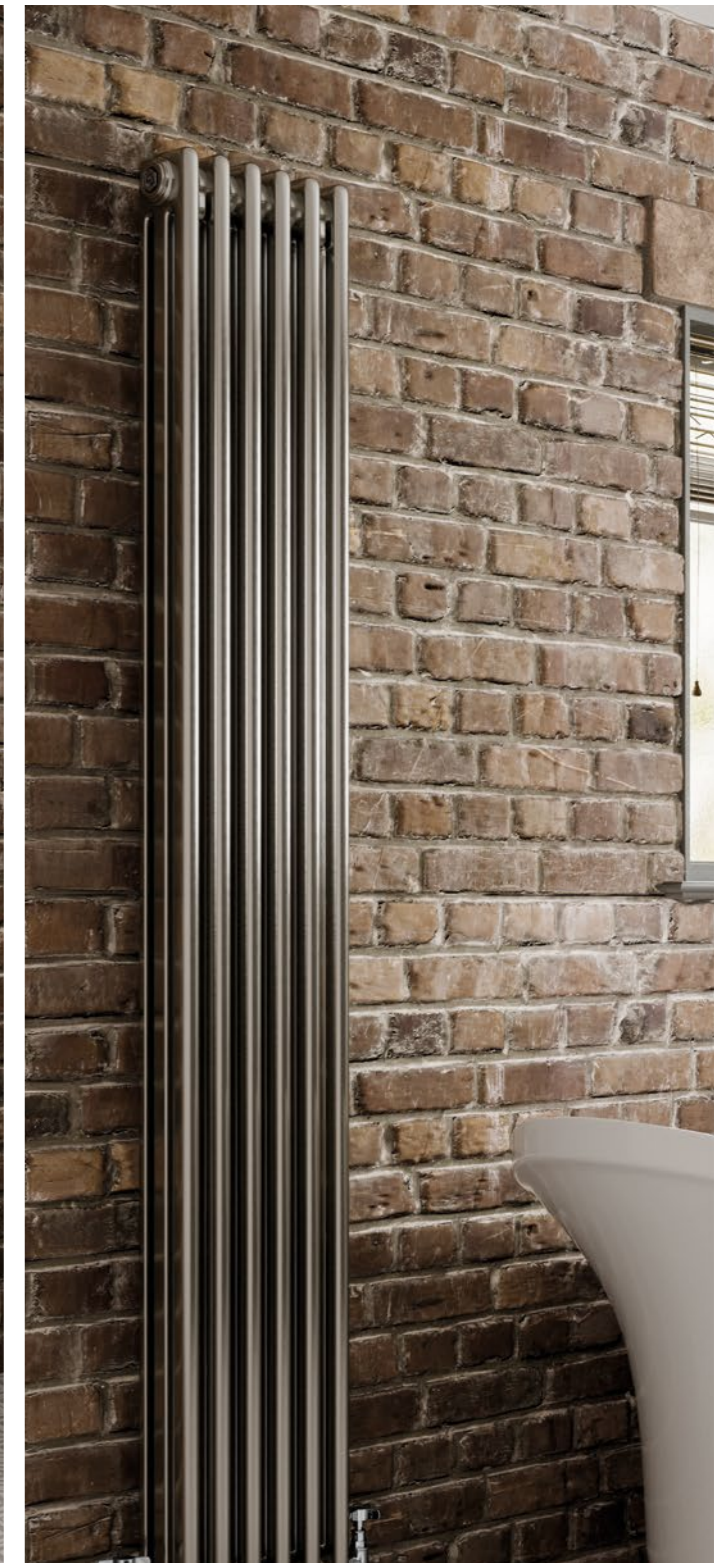
NICOLE 3 COLUMN - ANTHRACITE

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



Size shown 1800 x 287

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



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 £72
Traditional Straight Radiator Valves
Chrome



VA005 £72
Traditional Angled Radiator Valves
Chrome







VA020 £99
Oxford Thermostatic Angled Radiator Valves
Chrome



VA021 £99
Chester Thermostatic Angled Radiator Valves
Chrome

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

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 at:

www.phoenix-uk.com/pages/online-returns-form

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.

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.

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.

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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All prices include VAT and may change at any time.



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