

Your bathroom project explained

A helpful guide so you know what happens next and what you'll need to do.



Turn over to learn more about what happens next...

B&Q

Your bathroom project **four** step guide

1 Your bathroom is ordered

- You should now have your bathroom order confirmation and been taken through it in detail by your Showroom Advisor.
- We'll have made sure we've got your mobile number and email address to keep you updated.
- You'll receive a web link by text or email within 24 hours of ordering. Just click this to book your delivery date. Your booking will be confirmed by a follow up text or email.
- All your bathroom items should be delivered in one go. But if there's likely to be the odd item that needs to be delivered separately, your Showroom Advisor will let you know and you'll be contacted about your delivery date in due course.

Top tip: Make sure you've left some time between delivery and the date your fitter is booked in.

2 Get ready for your delivery

- Make sure you have the space to store your bathroom delivery in a ground floor room.

Did you know? A full bathroom suite could take up as much space as a whole car park space.

- If you'd like to make any changes to your items or need to change your delivery date, just get in touch on **0333 014 3357**. We can make changes to your order up to three days before delivery.
- 48 hours before delivery, we'll send another text or email to confirm your AM or PM delivery window.
- Don't forget someone (aged 18 or over) will need to be at home to sign for the delivery.

3 Day before your delivery

- We'll send a text to remind you of your delivery time slot.

Need help with your new bathroom?

- We've got a dedicated customer services team who can help. We hope everything goes smoothly, but if for any reason it doesn't, just get in touch.

Phone: 0333 014 3357 **Opening times:** Monday-Saturday 8am-8pm and Sunday 10am-4pm

More information can be found at [diy.com](https://www.diy.com)



4 Delivery day

- Make sure access to your property is clear, and there's space for our delivery van.
- We take your safety seriously. All our deliveries are made by two fully trained colleagues who'll introduce themselves when they arrive at your home.
- We'll carefully place your bathroom in a ground floor room of your choice.
- Your delivery team will scan every item, ask you to sign for it, and give you a copy of your paperwork.

Did you know? It could take between one and two weeks to install your bathroom depending on your project.

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