



# Your bathroom project explained



# Your **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 from our supplier PJH by text or email within a few 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 by our supplier PJH. 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.

**Tip:** Make sure you've left around 2-4 days between delivery and the date your fitter is booked in, to check you have everything you need.

## 2 Get ready for your delivery

**Did you know?** A full bathroom suite could take up as much space as a whole car park space. Make sure you have space to store your bathroom delivery.

- If you need to change your delivery date, please call our bathroom delivery team at PJH on 0345 313 0386 or visit [diydelivery.co.uk/pjh](http://diydelivery.co.uk/pjh)
- If you'd like to make any changes to your bathroom order or products, call our contact centre on 0333 014 3357. Changes can be made to your order up to three days before delivery.
- Within 48 hours of delivery, PJH will send you a text or email to remind you of your delivery day.
- Don't forget someone (aged 18 or over) will need to be at home to sign for the delivery.

**Tip:** Don't start removing your bathroom fixtures until you've received your order in full.

## 3 Day before your delivery

- PJH will send you another text to confirm your AM or PM delivery window.

## 4 Delivery day

- Make sure access to your property is clear, and there's space for our delivery van - they can be as long as three car lengths!
- PJH will call the morning of your delivery and then half an hour before to confirm they're nearly there.
- 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 room of your choice.\*
- Your delivery team will scan every item, ask you to sign for it, and give you a copy of the paperwork.

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

### Need help with your new bathroom?

Phone: 0333 014 3357

Opening times:

Monday-Saturday 8am-8pm  
and Sunday 10am-4pm

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

\*A health and safety assessment will be conducted to ensure it's safe for our home delivery crew.