



**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.
- PJH will contact you within two working days to advise when your order will be dispatched from the UK and delivered to Philips Logistics in Ireland. When Philips Logistics receive your order they will contact you within one working day to arrange a delivery date.
- All your bathroom items should be delivered in one go by Philips Logistics on behalf of 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 0044 345 313 0386.
- If you'd like to make any changes to your bathroom order or products, call our contact centre on 1800 818 950. Changes can be made to your order up to three days before delivery.
- 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

- Phillips logistics will phone you between 2 and 4 days before date of delivery to give you a 3 hour 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!
- Phillips Logistics will phone you when they are between 30 minutes and 1 hour away from your address 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 check through 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: 1800 818 950

Opening times:

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

More information can be found at
diy.ie

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