

# Balmoral



T I M E L E S S   E L E G A N C E



*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



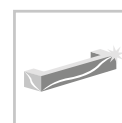
4 COLOUR  
CHOICES



SOFT  
CLOSE  
DOORS



12MM  
SOLID  
SURFACE  
WORKTOPS



POLISHED  
CHROME  
HANDLE



FURNITURE



MIRRORS







Balmoral





Balmoral





Balmoral

## FURNITURE UNITS

### Washstand Unit & Counter Top Basin

W60 x H89 x D46

£687

**1 Taphole**  
**No Taphole**



Cashmere Grain  
N141666TH  
N141666NH



Fjord Grain  
N141766TH  
N141766NH



Ocean Grain  
N141866TH  
N141866NH



Dusk Grain  
N141966TH  
N141966NH

### Washstand Unit & Counter Top Basin

W80 x H89 x D46

£787

**1 Taphole**  
**No Taphole**



Cashmere Grain  
N141668TH  
N141668NH



Fjord Grain  
N141768TH  
N141768NH



Ocean Grain  
N141868TH  
N141868NH



Dusk Grain  
N141968TH  
N141968NH

### Unit & Furniture Basin

W60 x H89 x D46

£490

**1 Taphole**



Cashmere Grain  
N141659



Fjord Grain  
N141759



Ocean Grain  
N141859



Dusk Grain  
N141959

### Unit & Furniture Basin

W80 x H89 x D46

£590

**1 Taphole**



Cashmere Grain  
N141660



Fjord Grain  
N141760



Ocean Grain  
N141860



Dusk Grain  
N141960

## FURNITURE UNITS

### 2 Door Unit & Undercounter Basin

W60 x H86 x D46

£665

**No Taphole**



Cashmere Grain  
N141661



Fjord Grain  
N141761



Ocean Grain  
N141861



Dusk Grain  
N141961

### 2 Door Unit & Undercounter Basin

W80 x H86 x D46

£765

**No Taphole**



Cashmere Grain  
N141662



Fjord Grain  
N141762



Ocean Grain  
N141862



Dusk Grain  
N141962

### 2 Door Semi Recess Unit & Basin

W58 x H98 x D43

£485

**1 Taphole**



Cashmere Grain  
N141637



Fjord Grain  
N141737



Ocean Grain  
N141837



Dusk Grain  
N141937

### Back to Wall Unit, Cistern, WC & White Seat

W50 x H86 x D21 + D²77

£599



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      **£349**

LIBRA



- Brushed stainless steel outer frame
  - Polished inner frame
  - Can be mounted vertically or horizontally
- H76 x W61 x D1.6      MI104      **£167**

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      **£335**

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      **£335**



# 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 £447  
**2 Taphole Round Basin  
& Frame**  
H90 (H<sup>2</sup> 100) x W58 x D54



BA062 £447  
**1 Taphole Round Basin  
& Frame**  
H90 (H<sup>2</sup> 100) x W58 x D54



BA061 £452  
**2 Taphole Square Basin  
& Frame**  
H90 (H<sup>2</sup> 100) x W58 x D47



BA063 £452  
**1 Taphole Square Basin  
& Frame**  
H90 (H<sup>2</sup> 100) x W58 x D47



BA050R £249  
**2 Taphole Round Basin  
& Pedestal**  
H90 (H<sup>2</sup> 100) x W58 x D54



BA054R £254  
**1 Taphole Round Basin  
& Pedestal**  
H90 (H<sup>2</sup> 100) x W58 x D54



BA050S2 £249  
**2 Taphole Square Basin  
& Pedestal**  
H90 (H<sup>2</sup> 100) x W58 x D47



BA050S1 £249  
**1 Taphole Square Basin  
& Pedestal**  
H90 (H<sup>2</sup> 100) x W58 x D47



BA051R £236  
**2 Taphole Round Cloak  
Basin & Pedestal**  
H90 (H<sup>2</sup> 100) x W53 x D40



BA070R Complete £239  
**2 Taphole Round Cloak Basin**  
Inc Ornate Brackets  
W53 x D40

## BASINS & WC



BA043 Complete £653  
**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 £405  
**Low Level Pan, Cistern & Fittings**  
Inc Soft Close Seat & Cover  
2 flush options  
H100 x W42 x D69



BA040 Complete £353  
**Close Coupled Pan, Cistern & Fittings**  
Inc Soft Close Seat & Cover  
2 flush options  
H89 x W42 x D74



TBK001 £92  
**Ornate Brackets**  
Chrome  
L23 x H16



BA044 Complete £259  
**Back To Wall WC**  
Inc Soft-Close Seat & Cover  
H40 x W36 x D48



BA026 £115  
**1 Taphole Semi-Recess Basin**  
H16 x W56 x D43  
(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.

**20**  
YEAR  
GUARANTEE

BATHS



## TIFFANY



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

£1372





## STAINFORTH



RT002

£832

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

Includes chrome feet

L170 x W75 x H62 x D42 Capacity 200 litres





RT004 £918  
**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

£896



# 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







## BALMORAL CROSS



HF009  
**Basin Mono Mixer**  
Including Klik Waste

£92



MP

HF019  
**Bath Shower Mixer**  
Including Hose & Handset

£206



HF001  
**Basin Taps**

£82



HF003  
**Bath Taps**

£92



HF007  
**Wall Basin Filler**

£101



MP

SV044TR  
**Wall Mounted  
THERMOSTATIC Bath Filler**

£318





## BALMORAL LEVER



YO009  
**Basin Mono Mixer**  
Including Klik Waste

£95



MP

YO019  
**Bath Shower Mixer**  
Including Hose & Handset

£204



YO001  
**Basin Taps**

£85



YO003  
**Bath Taps**

£92



HF007  
**Wall Basin Filler**

£101



MP

SV044TR  
**Wall Mounted  
THERMOSTATIC Bath Filler**

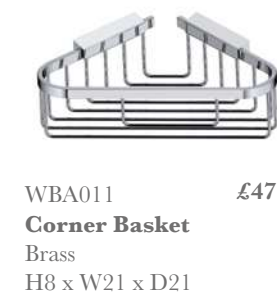
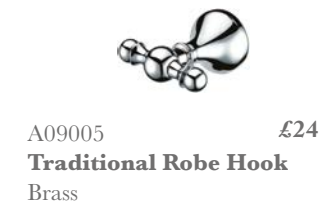
£318



## WASTES

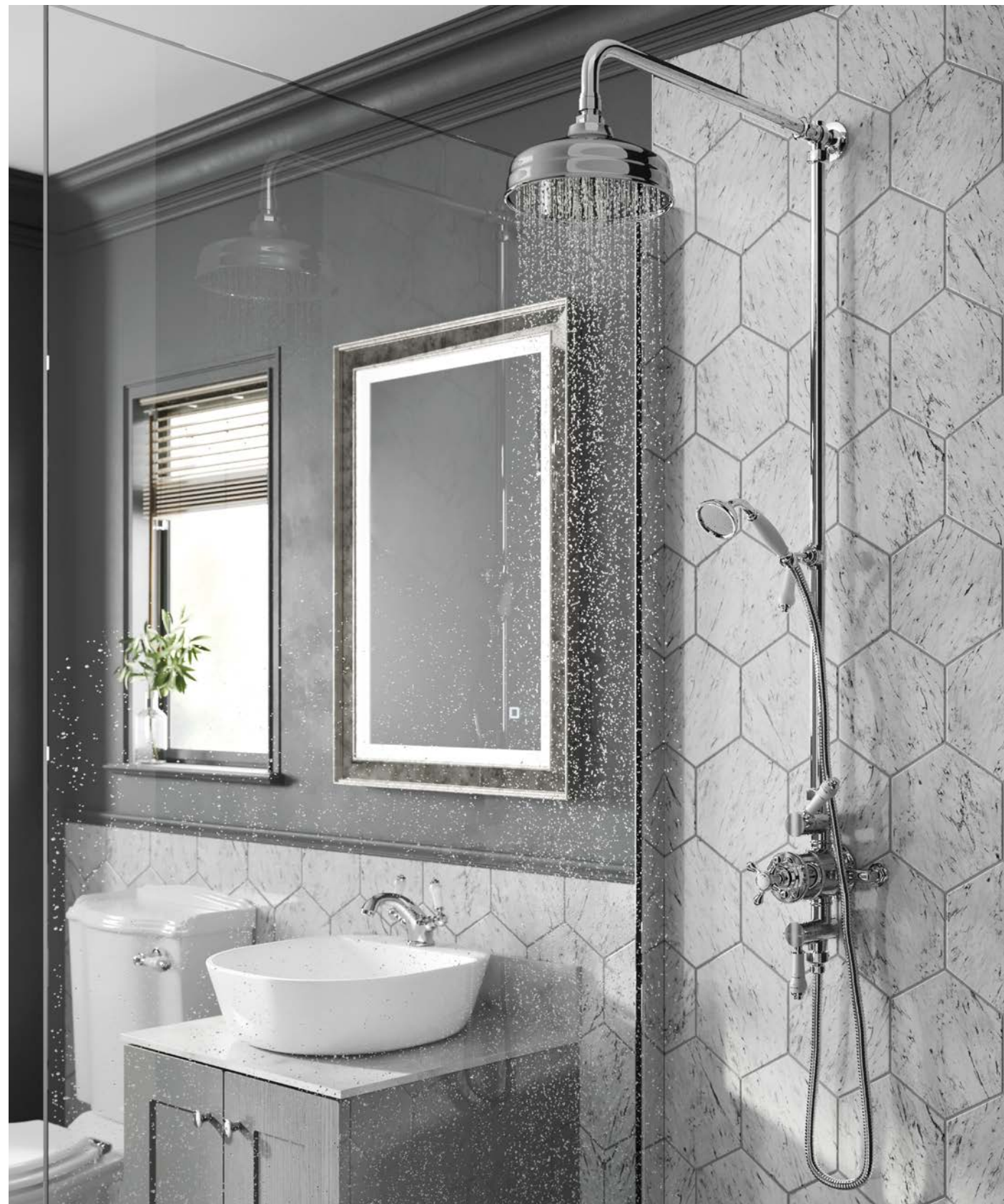


## ACCESSORIES



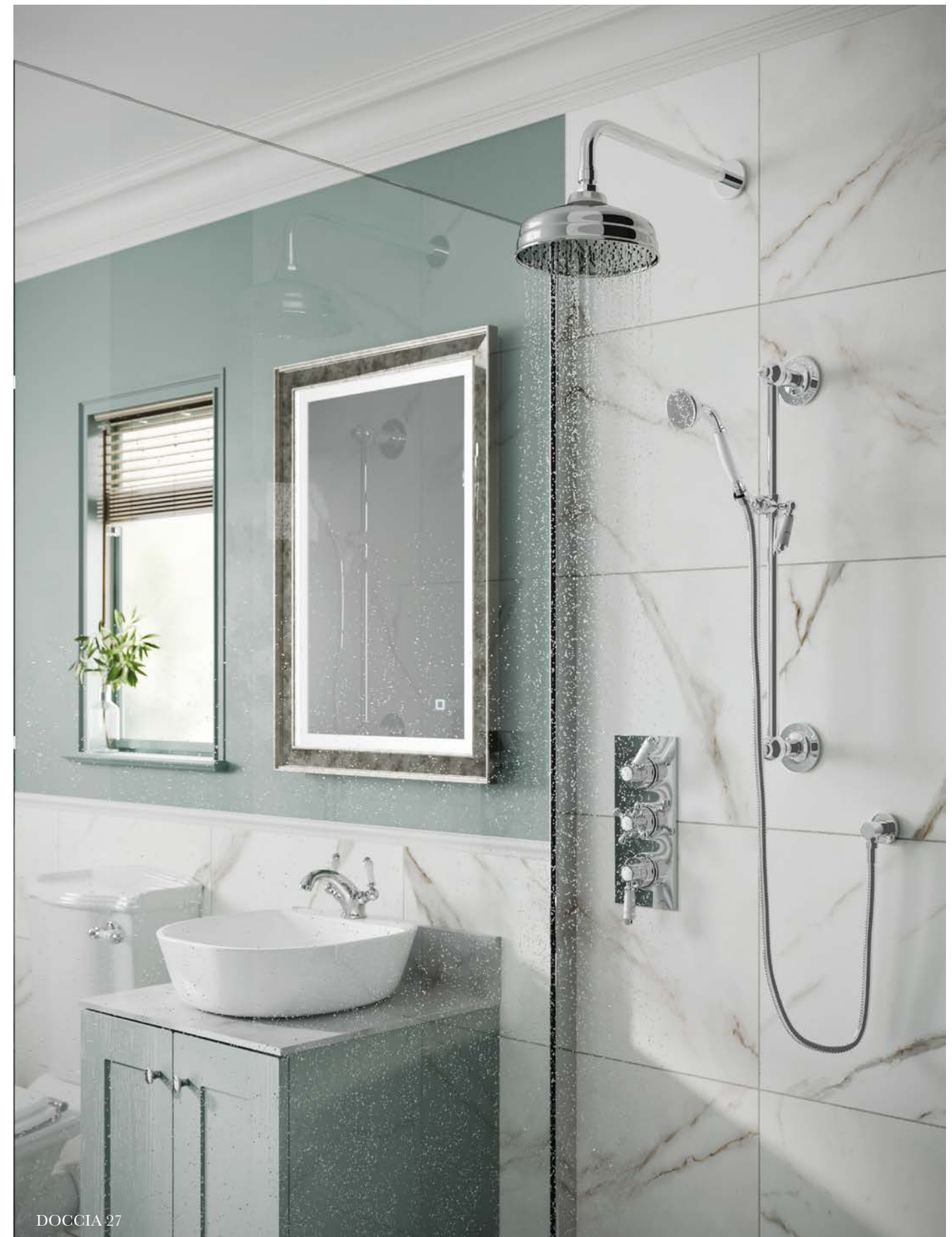


EXPOSED THERMOSTATIC SHOWER



HFVP001 £575  
**Exposed Thermostatic Valve**  
 With Diverter, Rigid Riser Rail &  
 Hand Shower

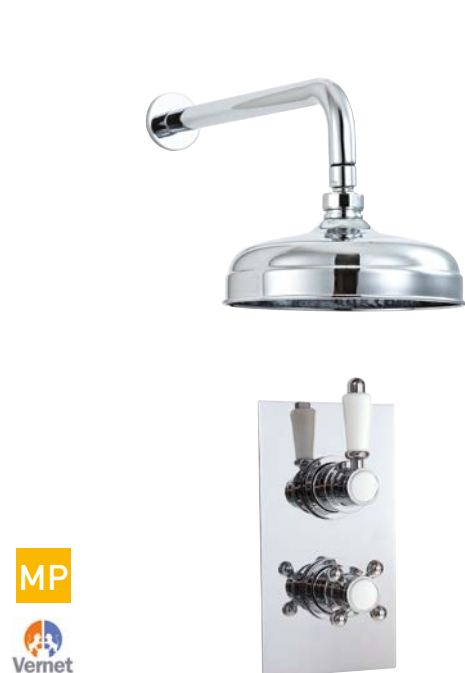
CONCEALED SHOWER



DOCCIA 27



## BALMORAL SHOWERING



DOC25 £359

- Thermostatic Shower Valve
- 200mm Shower Head & Wall Arm



DOC26 £499

- Thermostatic Shower Valve
- 200mm Shower Head & Wall Arm
- Slide Rail with Handset
- Outlet Elbow



DOC63 £347

- Thermostatic Shower Valve
- 200mm Shower Head & Ceiling Arm



DOC64 £487

- Thermostatic Shower Valve
- 200mm Shower Head & Ceiling Arm
- Slide Rail with Handset
- Outlet Elbow



DOC27 £586

- Thermostatic Shower Valve
- 200mm Shower Head & Wall Arm
- Slide Rail with Handset
- Outlet Elbow



DOC28 £662

- Thermostatic Shower Valve
- 200mm Shower Head & Wall Arm
- Slide Rail with Handset
- Waste & Overflow Filler
- Outlet Elbow



DOC65 £574

- Thermostatic Shower Valve
- 200mm Shower Head & Ceiling Arm
- Slide Rail with Handset
- Outlet Elbow



DOC66 £650

- 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 ELECTRIC<sup>2</sup>  
(Production item, filled with FERNOX)





NICOLE 2 COLUMN



Size shown 1800 x 372

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	£293
1800	287	287	76	959	3271	RA921	£293
1800	372	372	76	1279	4365	RA922	£350

NICOLE 2 COLUMN - ANTHRACITE



Size shown 1200 x 372

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	£293
1800	287	287	76	959	3271	RA931	£293
1800	372	372	76	1279	4365	RA932	£350



Size shown 1800 x 287



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	£303
1800	287	287	76	959	3271	RA856	£315
1800	372	372	76	1279	4365	RA857	£382





Size shown 1800 x 376

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	£249		
600	821	821	76	1366	4661	RA131	£379		
600	999	999	76	1670	5697	RA132	£461		
600	1177	1177	76	1973	6733	RA133	£543		
1800	287	287	76	1461	4983	RA134	£331		
1800	376	376	76	1947	6644	RA135	£399		
Floor Mounting Legs (pair)						RA13LS	£26		



Size shown 600 x 544

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	£249		
600	821	821	76	1366	4661	RA941	£379		
600	999	999	76	1670	5697	RA942	£461		
600	1177	1177	76	1973	6733	RA943	£543		
1800	287	287	76	1461	4983	RA944	£331		
1800	376	376	76	1947	6644	RA945	£399		
Floor Mounting Legs (pair)						RA94LS	£26		



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	£329		
600	821	821	76	1366	4664	RA861	£460		
600	999	999	76	1670	5697	RA862	£560		
600	1177	1177	76	1973	6733	RA863	£660		
1800	287	287	76	1461	4983	RA866	£385		
1800	376	376	76	1947	6644	RA867	£467		
Floor Mounting Legs (pair)						RA86LS	£38		



Size shown 1800 x 287





NICOLE 4 COLUMN



Size shown 600 x 785



NICOLE 4 COLUMN

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
400	1010	1010	82	1750	5970	RA411	£541
400	1190	1190	82	2068	7055	RA412	£609
600	605	605	82	1539	5250	RA413	£378
600	785	785	82	2012	6866	RA414	£462
600	1010	1010	82	2604	8885	RA415	£587
Floor Mounting Legs (pair)						RA41LS	£28



NICOLE 6 COLUMN



Size shown 300 x 1415



NICOLE 6 COLUMN

Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
300	1010	1010	119	2013	6869	RA420	£765
300	1190	1190	119	2379	8117	RA421	£865
300	1415	1415	119	2837	9679	RA422	£965
Floor Mounting Legs (pair)						RA42LS	£30



4 Leg Pairs Required



YORK



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	659	505	105	1300	3514	RA063	£456

Type	Height	Width	Element Watts	Product Code	Price
Pre-filled all electric	952	659	500	EA063	£552
Dual fuel	952	659	500	RA163	£531



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	659	505	105	1300	3514	RA098	£456

Type	Height	Width	Element Watts	Product Code	Price
Pre-filled all electric	952	659	500	EA098	£552
Dual fuel	952	659	500	RA168	£531

ELLA



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
1500	590	445	92	833	3014	RA040	£659

WI-FI DIGITAL TOUCHSCREEN THERMOSTATIC TIMER



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

ELIZABETH



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
914	535	385	100	166	560	RA096	£369

VICTORIA



Height	Width	Tapping Centres	Wall to Pipe Centres	Output Watts	BTU	Product Code	Price
952	479	326	102	487	1663	RA111	£399

ANNE



Height	Width	Pipe Centres	Wall to Pipe Centres	Output Watts	BTU's	Product Code	Price
700	400	325	115	162	551	RA097	£269

HELENA



Height	Width	Pipe Centres	Wall to Pipe Centres	Output Watts	BTU's	Product Code	Price
874	635	525	115	1238	4226	RA110	£699



TRADITIONAL VALVES



VA006  
Traditional Straight Radiator Valves  
Chrome

£65



VA005  
Traditional Angled Radiator Valves  
Chrome

£65



VA020  
Oxford Thermostatic  
Angled Radiator Valves  
Chrome





£90



VA021  
Chester Thermostatic  
Angled Radiator Valves  
Chrome

£90

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.



Wi-Fi Digital Touchscreen Thermostatic Timer - White

White Digital Touchscreen Thermostatic Timer	RAE015	£159
White Timer and 150 watt Heating Element	HE010	£209
White Timer and 300 watt Heating Element	HE011	£209
White Timer and 600 watt Heating Element	HE012	£209



IP55 Rated Heating Element

150 watt chrome	HE001	£52
300 watt chrome	HE002	£54
600 watt chrome	HE003	£56



Wi-Fi Digital Touchscreen Thermostatic Timer - Black

Black Digital Touchscreen Thermostatic Timer	RAE016	£159
Black Timer and 150 watt Heating Element	HE015	£209
Black Timer and 300 watt Heating Element	HE016	£209
Black Timer and 600 watt Heating Element	HE017	£209

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.



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	£209
Area 1.5sqm	150W/m2	225 Watts	ME021W	ME021B	£224
Area 2.0sqm	150W/m2	300 Watts	ME022W	ME022B	£237
Area 3.0sqm	150W/m2	450 Watts	ME023W	ME023B	£268
Area 4.0sqm	150W/m2	600 Watts	ME024W	ME024B	£301
Area 5.0sqm	150W/m2	750 Watts	ME025W	ME025B	£329
Area 6.0sqm	150W/m2	900 Watts	ME026W	ME026B	£370
Area 7.0sqm	150W/m2	1050 Watts	ME027W	ME027B	£405
Area 8.0sqm	150W/m2	1200 Watts	ME028W	ME028B	£436

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 two months from the date of invoice. Returns requests can be made via the following options:

- [www.phoenix-uk.com/pages/online-returns-form](http://www.phoenix-uk.com/pages/online-returns-form)
- [www.phoenix-uk.co.uk/pdf/2016\\_Returns\\_Request\\_Form.pdf](http://www.phoenix-uk.co.uk/pdf/2016_Returns_Request_Form.pdf)
- Email a completed returns form to [returns@phoenix-uk.com](mailto: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](http://www.phoenix-uk.com)

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

‡Production Item - All Electric Radiators are specially produced in our UK factory and have a delivery 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](mailto: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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