

# Balmoral



T I M E L E S S   E L E G A N C E





## 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



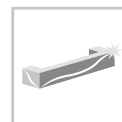
4 COLOUR  
CHOICES



SOFT  
CLOSE  
DOORS



SOLID  
SURFACE  
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 + D<sup>2</sup>77  
£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

3 litre  
flush  
6 litre  
flush



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

3 litre  
flush  
6 litre  
flush



**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.



BATHS







RT021

£1372

**Twin Skinned Acrylic  
Freestanding Bath**

Including Chrome Overflow and Klik Waste

L170 x W77 x H65/80 x D45

Capacity 225 litres







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

£896

**Twin Skinned Acrylic Single  
Ended Slipper Bath**

Includes chrome feet

L155 x W73 x H79-62 x D43

Capacity 200 litres





# 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.



Minimum  
of 0.2 Bar



Minimum  
of 0.5 Bar



Minimum  
of 1.0 Bar



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 £95  
**Basin Mono Mixer**  
Including Klik Waste



MP

YO019 £204  
**Bath Shower Mixer**  
Including Hose & Handset



YO001 £85  
**Basin Taps**



YO003 £92  
**Bath Taps**



HF007 £101  
**Wall Basin Filler**



MP

SV044TR £318  
**Wall Mounted  
THERMOSTATIC Bath Filler**



## WASTES



WA001  
**Basin Waste with Plug  
& Chain** £14



WA004  
**Round Retainer Bath Waste** £15



WA016  
**Traditional Bottle Trap** £30



WA006  
**Exposed Retainer Bath Waste** £69



WA009  
**Shallow Seal Bath Trap** £82



WA007  
**Roll Top Bath Pack** £227

## ACCESSORIES



A09005 £24  
**Traditional Robe Hook**  
Brass



A09004 £34  
**Soap Dish & Holder**  
Brass & Frosted Glass



A09003 £34  
**Cup & Holder**  
Brass & Frosted Glass



A09006 £31  
**Towel Ring**  
Brass



A09001 £64  
**Toilet Brush & Holder**  
Brass & Frosted Glass



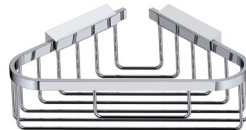
A09007 £74  
**Traditional Glass Shelf**  
Brass W50



A09002 £44  
**Paper Holder**  
Brass



WBA010 £47  
**Square Corner Basket**  
Brass  
H8 x W20 x D20



WBA011 £47  
**Corner Basket**  
Brass  
H8 x W21 x D21



WBA4 £62  
**Corner Basket**  
Brass  
H5 x W28 x D19



WBA014 £45  
**Glass Shelf**  
H7 x W27 x D10



WBA009 £64  
**Double Corner Basket**  
Brass  
H36 x W20 x D16



WBA012 £40  
**Single Basket**  
Brass  
H8 x W21 x D12



## EXPOSED THERMOSTATIC SHOWER



HFVP001

£575

**Exposed Thermostatic Valve**

With Diverter, Rigid Riser Rail &  
Hand Shower



## — CONCEALED SHOWER —



DOCCIA 27

## BALMORAL SHOWERING

MP



DOC25

£359

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

MP

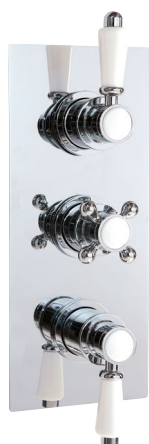


DOC26

£499

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

HP

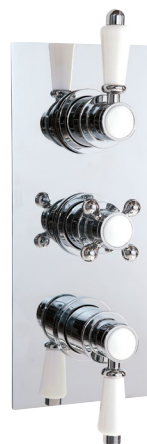


DOC27

£586

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

HP+



DOC28

£662

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



## BALMORAL SHOWERING



MP



DOC63

£347

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



MP



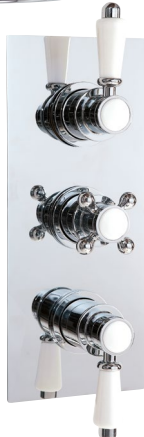
DOC64

£487

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



HP



DOC65

£574

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



HP+



DOC66

£650

- 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  
ELECTRIC<sup>‡</sup>  
(Production item,  
filled with **FERNOX**  
NOMIX WATER-PROOF)





## NICOLE 2 COLUMN



### 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



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

CH

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



## NICOLE 3 COLUMN



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



## NICOLE 3 COLUMN



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



### 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	£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

CH

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



**YORK WHITE**

CH

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



**YORK BLACK**

CH

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



**ELLA**

CH

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  
Timer and 150 watt Heating Element  
Timer and 300 watt Heating Element  
Timer and 600 watt Heating Element

RAE015	RAE016	£159
HE010	HE015	£209
HE011	HE016	£209
HE012	HE017	£209



## ELIZABETH



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

## ANNE



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

## VICTORIA



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

## 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.



**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 - 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



**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.



Includes Wi-Fi Timer  
available in Black or White

### 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:

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.



Thank you for choosing Balmoral  
for your new dream bathroom.

*Balmoral*



Furniture  
Mirrors  
Sanitaryware



Heating



Showering  
Bathing

*Balmoral*

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