

SOP FOR TILES

INFORMATION

- Site Visit Charges outside Tri-city – INR 5000-10000, Tr-city - INR 2000 (Paytm is preferred) (Which will be deducted in the total amount once the order is finalized)
- SALES/OPERATIONS Team from BSS BANSAL Sanitary Store / Tile Section– 09780015829/ 9779245529/9779245525
- Whatsapp communication is preferred as sometimes call may not be picked up due to rush hours
- Procedure - Share your (Sizes) at bansalsanitary.architecture@gmail.com / bansalsanitary@gmail.com or Whatsapp 09780015829/ 9779245529/9779245525

SERVICES

- 7-15 days for processing the same (Drawing and further Discussion)
- After Finalization, BSS Teams gives
 - 3D plan (3D is only Dummy)
 - Also all the things are shared via whatsapp group or by mail (Costing detail, Color Shade card etc) to be acknowledged by the customer
- If the tile mason is given by us (Idea - *Charges 15000-30000 per bathroom depending on sqft + workmanship) shall be directly coordinated by the client (We are not responsible for the same)
- Any extra piece or short material to be ordered on chargeable basis
- While ordering our team tries to calculate the exact quantity; but there will never be a perfection as the walls are not zero - zero plain in Bathrooms) We always try n give 1-5 pieces extra so that later on there is no batch variation in the material which if left shall be used by the customer for safety in future
- Any extra service or visit by technical person is on chargeable basis

PAYMENT TERMS

- 18% GST taxes inclusive / Rest can be discussed with Sales Manager
- PAYMENT Terms - Advance 50 % Against Booking Time & remaining to be given before dispatch from Warehouse (MUST) and payment terms may vary for small orders less than 5 lacs
- Payment receipt is must



BANSAL SANITARY STORE

THE BOLD LOOK
OF **KOHLER**®

SOP FOR TILES

RETURN POLICY

- In case company disc-continues any product; a refund can be processed within 6-15 days after confirming the same via whatsapp to Sales Manager / Operations person
- Return Policy - 95% of the material is on order and is non returnable

DISPATCH

- Freight Loading, Labour and unloading Charges Extra As Actual
- Client can inspect all material at Warehouse bathroom wise and product item wise (As later it gets very difficult to verify at site) If any material which is delivered is wrong shall be returned in 7 days
- We are not responsible for any breakage, Damage due because of Misuse, mishandling and damage when unloaded at site of client
- Delivery within 5-8 weeks when finalized all drawing and finishes
- Ware House Charges Will Apply If You Don't Pick Up Your Material On Time (1000 Per Day) (Mutual Understanding)
- 2% breakage genuinely to be borne by client (Mutual cooperation)

MUTUAL UNDERSTANDINGS

- Price may vary as per new deal and any extra material required sometimes due to variation in Transport charges, Company price etc (Need Cooperation + Mutual Understanding)
- Also for outstation site; stay and food of labour shall be provided by the client as per convenience
- All Disputes Will Be Subject to Chandigarh Jurisdiction.
- Also please note the tiles short shall be informed by client in WhatsApp group with name of tile / code / photo from the actual bathroom with Qty required where BSS team shall try n arrange the same in next 6-15 working days as most of the material is on order basis
- There could be batch variation which need to be cooperated
- Whatsapp communication is preferred as sometimes call may not be picked up due to rush hours
- Any additional item added later than this order, new discount structure will be valid

