SOP BATHROOM FITTINGS

INFORMATION

- A plumbing list from BSS is given which is used by contractor/ Architect/ Plumber for marking all technical points in drawings or site. Kindly paste this outside every bathroom so that the plumber can mark on the same sheet and signagainst the products installed with date.
- The Kohler technical person can come and guide regarding the installation process as where BSS is not involved

WARRANTY

- (Warranty varies from 2-10 years depending on seat cover - Jet Cover - 2 years; Electronic parts 2-5 years; Accessories parts 2 year; Urinal sensors 2 years; CP Items (10 Years)
- As per Kohler Company Policy
  - 18001032244-Kohler toll free number (Installation / Complaint)
  - Please call n register a pre-installation call for plumbing
- GUIDELINES
  - After installation of plumbing parts are done;
  - Please call and register a post-installation call to cross check plumbing in presence of your plumber & Tile Masson +Kohler KTA (Technical Person)
- SPARE PARTS
  - In case of any spare part required or missing: Please contact at toll free 18001032244 and then the technical person willcome to guide the code of spare part required
  - You have to contact spare parts dealer and directly take from him where as a Dealer BSS is not involved.

RETURN POLICY

- In case company disc-continues; a refund can be processed within 6-15 days after confirming the same via whatsapp to Sales Manager or Accounts number 9779245527

SOP BATHROOM FITTINGS

PAYMENT TERMS

- Incase of HVR (High Value Retail Project) client
  A = ☑ Full payment against internal parts including inner + upper parts to be procured
  B = ☑ Full payment against any odd item which comes on order includes (Non - Returnable) 1) Colored material 2) O2sr (Steam; Vanity)Balance payment (Advance)
  C = ☑ (Total amount - B - C)
- Make 50% payment to freeze discount structure and material The client will be informed 2-3 months prior for price hike and at that moment; we need complete balance 100% payment
  ☑ Also; the client needs to inform us 3 months before final delivery so we can procure the material on time Balance 50% to be paid at this time (In case a product dis-continues; that shall be changed)
  ☑ BSS can procure all the material and keep it in warehouse for maximum 2-3 months time (Then the client has to pick the same)
  Payment to be made at time of booking = A + B + C (B*subjective)
- Payment receipt is must

DISPATCH

- Transportation is to pay as material goes.
- Prefer days for dispatch are on Wednesday, Thursday & Friday
- We request the customer to inform atleast 1 week prior to sells manager / dispatcher
- Every product delivered at your site will be checked properly with your site team. Once a product delivered to yoursite we are not liable for any missing, breakage or mishandling.

MUTUAL UNDERSTANDINGS

- Current MRP will be charged irrespective of the price on the box due to bulk stocking
- There may be a clerical mistake in pricing with the excel based system; therefore when the order is finalized the same shall be crosschecked by the accounts room for which we requires 1 week time.
- Any additional item added later than this order, new discount structure will be valid