

# Bath Co Bathroom & Laundry Custom Colour Cabinetry FAQs

**Read through our frequently asked questions to guide you seamlessly through the process of choosing the perfect colour and finish for your Bath Co Custom Colour bathroom and laundry furniture.**

**Q1: Can I choose ANY colour for my Custom Colour cabinetry?**

**A:** Absolutely! You can choose any colour from a paint manufacturer's swatches and Bath Co will match the colour for your cabinetry.

**Q2: What finish options are available for the Custom Colour cabinetry?**

**A:** You can choose from matte, gloss, or metallic finishes for your furniture. It's important to be aware that choosing a metallic or black finish will result in an additional cost. Additionally, certain ranges may exclusively offer a matte finish only.

**Q3: How do I order my preferred colour and finish for the cabinetry?**

**A:** Simply fill out your chosen order form and complete the designated section, which includes fields for the paint manufacturer's name and the specific paint colour name. The Bath Co team will handle the rest, ensuring that your cabinetry perfectly aligns with your chosen colour and finish.

**Q4: Is there an extra charge for choosing a metallic finish?**

**A:** Yes, there is an additional cost for selecting a metallic finish for your cabinetry. Please enquire about the specific pricing details when discussing your customisation preferences with one of our retailers.

**Q5: How accurate is the colour matching process?**

**A:** The Bath Co team uses high-quality materials and precise colour-matching techniques to ensure the closest possible match to your chosen paint colour. While we strive for accuracy, slight variations may occur due to factors such as lighting and material differences. We recommend viewing a paint sample in your chosen space and lighting conditions, to ensure you're satisfied with the colour and finish.

**Q6: Can I see a sample before confirming my order?**

Yes, we understand the importance of seeing the actual colour and finish. Our team can provide you with a sample (300 x210mm) for an additional cost to ensure it meets your expectations before finalising your order. If you proceed with the order of the vanity, a percentage of the cost for the sample will be deducted from the furniture price. Talk to our retailers for more information.

**Q7: How long does it take to receive my custom colour cabinetry order?**

**A:** The production time for Custom Colour cabinetry may vary, but we aim to complete orders in a timely manner. Our team will provide you with an estimated delivery timeline when you place your order.

**Q8: Can I change my custom colour selection after placing an order?**

**A:** Once an order is confirmed and production has started, we are unable to make changes. If you have uncertainties about your colour choice, we suggest initially acquiring a paint sample from us for an additional cost to confirm your selection. (see Q6)

**Q9: Can I return my order if i change my mind?**

**A:** Unfortunately, due to the personalised nature of Custom Colour furniture, Bath Co do not accept returns if you change your mind. We highly recommend reviewing your selected colour and finish choices carefully before confirming your order to ensure complete satisfaction with your custom furniture.

**Q10: Is there a warranty for Custom Colour furniture?**

**A:** Absolutely, your Custom Colour furniture includes a Residential 5-year Bath Co warranty or alternatively a 1-year warranty for commercial use. For additional details, please visit our website at [bathco.co.nz/warranties](http://bathco.co.nz/warranties)

**Q11: Are there any special cleaning needs for my Custom Colour furniture?**

**A:** Maintaining your custom color furniture is straightforward. Simply clean it regularly with a mild, non-abrasive cleaner and a soft cloth. Avoid using harsh chemicals or abrasive materials that may harm the finish. If it has a matte finish, be cautious not to over buff to preserve its soft matte texture. For more specific care instructions related to your chosen finish, refer to the care guide on our website at [bathco.co.nz/downloads/product-info-installation](http://bathco.co.nz/downloads/product-info-installation)

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