

Pre-Installation Checklist

One page to work through before anything is fitted. The most expensive renovation mistake is goods left boxed for weeks and a fault found with the plumber on site — twenty minutes of checking on delivery day avoids all of it.

A The day the goods arrive

- ☐ **Unpack and inspect everything now** — not on installation day. Damage must be reported within **48 hours** of delivery or collection, with photos of the product and packaging.
- ☐ Every carton is present and matches the packing slip. Multi-supplier orders can arrive in separate deliveries — check the order lookup before reporting a shortage.
- ☐ Each product is the right **model, size and finish** — checked against the invoice, not memory.
- ☐ No chips, cracks, scratches or finish defects. Run a hand over glazed and stone surfaces; hold glass panels to the light to check the edges.
- ☐ All fixings, waste kits, connectors, remotes and instructions are present — look *inside* the vanity and inside the pan; small parts are often packed there.
- ☐ Stone tops are the right cut-out size and orientation.
- ☐ **Keep all packaging** until the item is installed and working. Store stone and glass on edge, never flat.

B Before the trades are booked

- ☐ Toilet set-out and vanity plumbing positions confirmed against the actual products.
- ☐ Anything wall-hung: **noggings or ply backing in the wall before it is lined** — retrofitting means opening the wall.
- ☐ Mains pressure checked against the product rating; a **pressure-limiting valve** fitted where needed — most tapware warranties require it.
- ☐ The right licensed trade for each product: plumbing to a licensed plumber, electrical to a licensed electrician, screens to a glazier, cabinets to a carpenter, waterproofing to a qualified waterproofer.
- ☐ Installation booked against **goods on site and checked** — never against a delivery estimate.

C On installation day

- ☐ All goods on site, unpacked and checked before the trades arrive.
- ☐ Installation instructions and templates handed to the installer — they are in the cartons; do not bin them with the packaging.
- ☐ Nothing that arrived damaged or wrong goes in — an installed item cannot be claimed as transit damage, and an installed wrong item cannot be exchanged.
- ☐ Afterwards: keep the **installer's invoice** with your own. The pair proves purchase date and licensed installation if a warranty claim is ever needed.

Found a problem while checking?

Report it straight away at **support.melbournebathroom.com.au/report-an-issue** — you will get a case number immediately. Damage on arrival: within 48 hours, with photos of the product *and* the packaging. A fault noticed later: within 7 days of first noticing it.