



SHOWER SCREENS &
WARDROBES

1 Freight Street, Yatala, QLD 4207
PO Box 6045, Yatala DC, QLD 4207
ABN: 86 100 720 741
QBCC Licence No. 1155348

P. (07) 3441 7777 F. (07) 3441 7711
W. www.civicscreens.com.au
E. reception@civicscreens.com.au

Lead Times and Processes

Civic Shower Screens and Wardrobes specialise in affordable, quality shower screens, wardrobes and wardrobe doors, framed and frameless mirrors, shaving cabinets, and glass splashbacks.

We follow a tried and tested process to ensure all jobs are completed on time and to your satisfaction. You'll find information on the ordering and installation process including lead times below. If you can't find the information you are after, or you have an urgent order, please give us a call on 07 3441 7777.

Lead Times

At Civic Shower Screens and Wardrobes, we custom make, cut, and install everything we sell, so lead times vary depending on what product you order and how many of each product you need.

6mm Shower Screens (Semi-Frameless)

Lead time: 5-12 working days.

10mm Shower Screens (Frameless)

Lead time: 5-12 working days + 48 hours.

This product has a two-stage installation process. In step one, every panel except the door will be installed. It is vital to allow enough time for the silicone to set so it can support the weight of the door. So, a couple of days after step one, we return to hang the door.

Frameless Mirrors

Lead time: 5-12 working days.

Framed Mirrors

Lead time: 5-12 working days.

Glass Splashbacks

Lead time: 5-10 working days.

Built-in Wardrobes

Lead time: 5-12 working days.

Framed Wardrobe Doors

Lead time: 5-10 working days.

Standard Frameless Wardrobe Doors

Lead time: 5-10 working days.

Custom Glass Panel Wardrobe Doors

Lead time: 12 working days.

Your Sales Representative can give you a more exact lead time estimate with your quote. All lead times listed here are approximate. Lead time on retail jobs only commence when our Accounts team confirms receipt of deposit. If the product you have ordered is a non-standard item this will affect the lead time as we have to order the items from our supplier.

Rush job? We may be able to help. Contact your Sales Representative directly or call our receptionist on (07) 3441 7777



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Process

- Step 1 – Contact us to book a complimentary measure and quote.
- Step 2 – A product specialist will come out to measure your space and talk to you about your needs.
- Step 3 – Check that the product specifications on your quote are correct, as these can't be changed after Step 4!
- Step 4 – Contact your Civic Sales Representative and let them know you're ready to proceed with the job.
- Step 5 - Your Civic Sales Representative will give you an estimated delivery or installation date and provide you with any other installation information specific to your job.
- Step 6 - If you're a retail customer, pay a minimum 50% deposit using the banking details provided to you by our team.
- Step 7 – Our team gets to work manufacturing your tailor-made solution.
- Step 8 – When your product is ready for installation, we will contact you to schedule a convenient installation time.
- Step 9 – Payment of any remaining amount not covered in your deposit is due prior to your installation date. Remember to use the address on your Civic job sheet as the payment reference.
- Step 10 - We will send you a reminder text message the day before your installation date – don't worry if your schedule has changed, just give us a call or text us back to rebook installation for another time.
- Step 11 – The evening before, or the morning of your installation date, we will give you a call to arrange a time for the installation.
- Step 12 – In many cases, installation can be completed in one day. If your project is a two-step installation process, we will book a follow up installation date with you.

Please Note:

- Minimum payment is 50% of total job value
- A 1.5% surcharge is applicable when paying by credit card
- Funds transferred via direct deposit don't incur a surcharge
- Use the address on your Civic job sheet as the payment reference
- Civic must be in receipt of the deposit before manufacture can begin
- Estimated lead time only starts once our Accounts team confirms receipt of deposit

You are important to us.

Here at Civic we strive to deliver the best product, along with the very best service to all of our customers.

If you ever have any questions, please don't hesitate to contact your Sales Representative directly or our receptionist on (07) 3441 7777.