

## Terms and Conditions

1. We do not accept responsibility for the condition of the sub-floor, nor for any sub-floor preparation that is required unless this is requested and included in our written quotation.

2. Advice can be given at the time of the measure but only if the entire area of sub-floor to be covered is accessible to view e.g. existing fitted carpets/flooring must already be uplifted.

3. We reserve the right to charge a cancellation fee if, on the day of installation, the fitters consider the condition of the sub-floor to be unsuitable and further work is required, thus resulting in a delay in installation.

4. We regret that we cannot be held responsible for any accidental damage to unprotected alarm or telephone wires or to water/electrical/gas services including under floor heating. These we would need to be made aware of before we commence with installation. We advise wherever possible the wires must be re-routed away from the carpet/wood prior to fitting.

5. Whilst every care is taken to ensure that walls are not damaged and their coverings such as paint and wallpaper, sometimes during installation this can happen, whether wood or carpet. This may also occur when taking large rolls of carpet up narrow stair wells, or staining of flooring may splash onto surrounding paint work.

In older properties where skirting and risers to stairs may have movement the paint may split when the bolster is used to fit the carpet onto the gripper. We regret that we can not take responsibility for these.

6. The fitting is guaranteed for a period of one year.

7. Sanding/Filling – Please be advised that due to movement of boards these may/will eventually crack and/or fall through, however, larger gaps will be filled with pine strips to try to prevent this from happening. Therefore no guarantee can be made because of this. Additional Charges are made for pine in fills.

8. Sanding – Please remember that the finishes we use, whilst you are able to walk on in only a few hours (this can vary depending on product used) can take up to 7 days to fully cure. This means that you can walk on the floor in 'stocking feet', however, care must be taken until fully cured. Please contact me if you are in any doubt. We can not be held responsible for any damage caused by you.

9. When installing skirting boards, these will need to be caulked in and filled before painting. We do not undertake this type of work and would recommend a painter and decorator.

10. Carpets – when choosing a carpet for your home, please be advised that should you have domestic pets these can cause damage with claws – specifically to a loop pile carpets and/or sisal as they can pull the pile. If you are concerned please do let me know.

11. Carpets are cut from rolls – please be advised that there could be a dye batch colour difference between rolls.

## Blackheath Flooring & Interiors

**The following items will be charged for as extras (if required) unless specified within the existing estimate/order confirmation/invoice. Until the customer gives approval, this may cause a delay in the installation and incur the relevant charges.**

- i) Sub-floor preparation i.e. concrete screed / plywood /hardboard.
- ii) Take up and disposal of existing floor covering.
- iii) The moving of furniture.
- iv) Removal / trimming / replacing doors this is charged at £25.00 per door.
- v) The supply and fitting of door thresholds – if included you will see detailed as either SINGLE/DOUBLE or Z bars. The standard door bars are made from Silver or Gold Aluminium – Carpet. For wood you will see this detailed as Edge Trims, T Bars and the like.
- vi) Any delay or cancellation of installation within 7 days of a pre-booked installation date for reasons not of our own making will be chargeable at a rate of £150.00 ex VAT per day over and above the original fitting costs quoted. This is unless we can book in other works to replace your cancellation dates.

### **Additional unforeseen costs arising during the period of installation**

Additional work will not be carried out nor extra items supplied, which do not appear in the quotation/order confirmation/invoice until approval is given by the customer. This may cause a delay in the installation and thus incur the relevant charges. Additional works/items agreed by the customer will be payable upon completion of the installation.

### **Supply Only:**

Please be advised that for supply only we charge the full amount prior to the delivery to us or to you directly. It is important to note that we are not responsible for the quantity ordered as this would have been supplied by you or would need to be checked by your installer, even if we have measured for you. Some suppliers do not offer a refund on returned goods and therefore it is essential that the quantity required is double checked by your installers.

**Payment Terms for Installations:** 50% deposit, final balance payable upon installation, however, there may be times where a 70% deposit is required. You will of course be advised of this at the time the invoice is drawn up.

We accept bank transfers and our banking information is always detailed at the bottom of the estimate/invoice. We accept payment by debit cards over the telephone.

