

Terms and conditions of sale

Estimating and fitting

Any queries regarding quantities of materials, method of fitting, Positions, joins etc must be raised prior to acceptance of the Estimate. All preparation of subfloors that are covered with existing Floor coverings will be priced as merely a guide and total price will be calculated once full inspection of the sub-floor is made

Matching of carpeting

Whilst every effort is made to ensure satisfaction of exact colour/design Matching cannot be guaranteed between different widths of carpets due to Manufacturing tolerances

Sampling

It is not possible to guarantee the exact matching of colour and design of materials and goods supplied in our store.

Plain ground carpets and materials

Plain ground carpets and material are subject to shading with use. This is due to pressure. It is an inherent characteristic of these types of materials, and does not affect their wear ability.

Furniture and existing carpets

To facilitate a speedy and efficient fitting, all areas must be cleared of furniture, effects and old carpets. If this is not done an extra charge will be incurred. No responsibility will be accepted arising from damage to or caused by moving of furniture and appliances by our staff or contractors. Every reasonable effort will be made to avoid damage.

Doors

We regret that we have no carpenters available for the trimming of doors. However if required a contact can be arranged.

Pipes and cables

No responsibility will be accepted for damage to services under the floor or In the walls or consequential damage to property or fittings.

Floors

We recommend that all solid floors are drilled and plugged to accept the Gripper or gripper sticks for satisfactory fitting of carpets.

Marley tile floors

Fitting carpet to these surfaces using turn and tack or the gripper method Will result in damage to the tiles, for which we cannot accept responsibility.

Wastage

Whilst every effort is made to minimise wastage, customers must accept that in certain instances of wastage are unavoidable. We economise where Possible to remain competitive.

Delivery date

Delivery dates are quoted for guidance only and are not to be considered to constitute a binding contract

Point of sales & carriage of goods

Carriage of goods will remain our responsibility up to the point of entry of the property, which address has been advised by the client. After which point no responsibility will be accepted for damage to or caused by the handling of goods.

Customers own measurements

We do not accept responsibility for errors arising from customer's own measurements.

Complaints

Whilst every effort is made to ensure complete satisfaction, complaints can arise. These are to be raised as soon as it is possible and the original invoice reference is quoted. In the unlikely event that an agreement cannot be reached, arbitration will only be accepted through the BSSA arbitration scheme.

Guarantees

Goods supplied are guaranteed in accordance with the purchasers statutory rights. The guarantee refers only to the wearability of the product and not to the general appearance. Lengths offered by manufacturers in excess of one year are not to be considered our responsibility, although we Will negotiate on behalf of the purchaser,

Recompense

recompense to be made in the respect of any complaint arising from goods or services will not exceed the value of the goods or services supplied. No extraneous costs will be met.

Balances

Balances are to be paid on delivery of goods or completion of work. If unpaid any costs incurred by ourselves in the collection of outstanding balances will be added to the total outstanding, and remain the customer's responsibility. We reserve the right to charge interest on balances outstanding over 28 days

Health and safety

Whilst the utmost care will be taken by our staff and contractors, during the use of hazardous machinery and substances, it must be accepted that the purchaser of goods and services offered by ourselves will be responsible for the safety of our staff and contractors, whilst they are employed on their behalf. To provide adequate ventilation and identify hidden services (i.e Gas and electricity).