



## **Terms & Conditions**

1. Where there is damage to your property caused by our fitters, and the damage is minor and caused in the ordinary course of business (including, but not limited to, small scrapes and scuffs on walls, floors, banisters and skirting boards), we are not liable and have no obligation to remedy the damage.
2. We are not responsible for the cost of repairing any pre-existing faults or damage to your property which we discover while providing our services.
3. While we're working. Please be aware we will not be liable for small amounts of unavoidable damage around the fitting area, including, but not limited to, small holes for drilling the products in.
4. You can choose a furniture moving service at an additional cost at the time of your estimate. This means that our fitter will move your empty furniture from the fitting area as long as it has been cleared of all its contents and these have been removed from the fit area. Any furniture not emptied or disassembled by you may either be moved by us at your own risk, or result in your fitting appointment being cancelled if it is not possible for us to move the furniture.
5. If you have installed a new underfloor heating system, then allow a minimum of fourteen days prior to installation to fully test it and ensure it does not reach a temperature of more than 27 degrees centigrade. Additionally, the heating system should be switched off seventy-two hours prior to the installation of your new flooring.
6. You are responsible for securing all electrical wires and cables prior to the fitter arriving. This includes but is not limited to telephone wires, alarm wires, speaker cables, ethernet cables etc. It is your responsibility to make the fitter aware of any wires or cables which may be situated in the area where cables where the fitter was not made aware of their existence prior flooring is being fitted. We will not be responsible for any damage to wires or to the commencement of fitting.

7. . Preparing for your new flooring. You will need to check the following before your fitting appointment.
  - a. Any painted areas such as skirting boards are dry (minimum of a week);
  - b. A plumber has disconnected your radiators if needed;
  - c. A carpenter has removed all fire doors (if required);
  - d. Beading between the skirting board and your existing floor has been removed prior to enable a flush fit with your new flooring; or
  - e. Wiring and cables beneath existing flooring have been re-routed.
8. If you need to cancel the fitting appointment, you need inform us 72hours working days excluding weekends before the appointment. Failure to do so will lead to a cancellation fee.
9. If there are any road works or building works that may make access to the property delayed or mean access is not possible, you need to inform us 72 hours beforehand. If not, the job may be cancelled and you will be charged a cancellation fee.
10. Fitting appointments are estimates only and are made in good faith, but the exact arrival and duration times cannot be guaranteed due to the nature and unpredictability of the work involved. Time is not of the essence. We cannot accept liability for delayed arrival of the fitter.
11. All quotes are subject to amendment and the Company reserves the right to correct/amend prices as necessary. Quotes are given under the assumption that the subflooring is in good condition.
12. Doors may need to be trimmed to allow clearance. This is not part of the fitting work unless this has been specifically agreed.
13. The Company will not accept any cancellation on Goods specifically ordered for the Customer where the Goods have already been cut/ordered.
14. If you have opted for the 'uplift and disposal' service, the fitter, under the contract between you and the fitter, will remove your old flooring and all offcuts and packaging from your new flooring. Even if you have paid for the service, the fitter will only carry out this work if the floorcovering is not soiled and there is no health and safety risk to the fitter in respect of the product being uplifted. If you have decided not to opt for this service, it is your responsibility to uplift your existing flooring prior to your fitters' arrival.
15. A 50% deposit of the total order value is required to initiate an order. The remaining to be paid within 3 working days after completion. By paying the deposit you agree to our terms and conditions.
16. We provide a 12-month fitting warranty.
17. Exact colour and texture matching between separate pieces of carpet and especially between 4m and 5m rolls, cannot be guaranteed due to different carpet batches.

18. All vinyl needs to be laid on a smooth surface as any imperfections will show. If you require the floor to be hard-boarded or screed applied, a prior arrangement will need to be made with the appointed fitter. There will be a charge for this service.
19. The Customer agrees to be present on the agreed fitting date to provide access to the Fitter(s). In the instance that the customer cannot be present to grant access to the property or premises where the works are to be carried out, the Customer agrees to ensure that an appointed representative will be present to grant access to the Fitter(s).
20. The Company will honour prices quoted in quotations for a maximum of 14 days. If a customer responds to a quotation more than 14 days after it was issued, the Company reserves the right to re-issue the quotation if it has been subject to price increases from suppliers and/or manufacturers.
21. We will require adequate power and lighting on site and the rooms should be a minimum temperature of 12 degrees Celsius, to allow the carpet to acclimatise.
22. Colour matching and fastness to light: It should be noted that sample material may not be from the same batch as the installation carpet and therefore an exact colour match cannot be guaranteed. It must be understood that no dye has permanent light fastness.
23. All floor coverings supplied to the customer remain the property of the Company until such time as payment in full has been received and cleared through the banking system. In the event of the customer being in default of payment, the Company may remove the goods. The customer will grant the Company irrevocable permission to enter the premises at any time to examine or recover the floor coverings.
24. Alarm cables are very sensitive, we do not recommend installing carpets over these services, we understand this needs to be undertaken on occasions, so our fitters are extremely careful in these circumstances however Trim & Tuck Carpets Ltd accepts no responsibility for damage.
25. No responsibility will be accepted for loss or delay arising by way of strike, lock-out, fire, storm, flood, tempest, delayed delivery or for other circumstances of whatsoever nature, beyond the control of Trim & Tuck Carpets LTD.
26. All pile carpets are liable to shading, which is to show light and dark patches arising from crushing of the surface.
27. All guarantees are those specified by the manufacturer. For stain-free guarantees please note care instructions for said carpets.
28. The images of the items on the Supplier's website are for illustrative purposes only. Although every effort has been used to display the colours accurately, the Supplier cannot guarantee that a device's display of the colours accurately reflects the colour of the carpets and flooring in the desired location. The products may vary slightly from those images.

29. If the Supplier is cutting rolls of carpet and flooring to measure and the Customer has measured the requirements without the assistance of the fitting team, it is their responsibility to ensure they are correct.
30. If the Supplier has not been asked to quote for furniture and/or carpet removal in advance but are required to on the day of installation, they reserve the right to make a fair charge to the Customer for the clearance of each room.
31. If door trimming is required following the installation of the items, a fair charge will be made.
32. It is assumed that the sub floor where the carpets are to be installed is firm, level and free from damp or defect (including securing loose floorboards). The Supplier cannot be responsible if the sub floor requires treatment or repair. Any delays to the installation schedule that are caused by the area being unfit for commencement of carpet fitting will result in additional costs.
33. All areas must be clear of other trades and/or their equipment so fitting work may proceed with continuity.
34. Decisions on carpet seam and pile directions are to be left to the discretion of Trim and Tuck Carpets.
35. All prices quoted are inclusive of VAT at the prevailing rate.
36. Quotes are based on the free measuring service carried out by an experienced professional. All areas are measured to be the most economical for the customer and avoiding the necessity of joins where possible. If the client has any special requirements regarding the way the carpet is to be measured and ultimately fitted, these should be raised prior to the quote being accepted.
37. Upon acceptance of your quote, please contact the showroom to arrange fitting dates at your earliest convenience.
38. This Agreement (and any further rules, policies, or guidelines incorporated by reference) shall be governed and construed in accordance with the laws of the United Kingdom, without giving effect to any principles of conflicts of law.