

THE BEST LAID FLOORS ARE LAID WITH YOUR HELP

(This document forms part of the conditions of sale of flooring)

To ensure that the finished floor fully meets your expectations, please read the following notes and discuss any requirements or concerns you may have with our sales consultant when you visit the store.

CHECKING THE ORDER CONFIRMATION

Once this quote has been accepted we will generate an order confirmation. Please check thoroughly through the confirmation of your order as we understand it. Things can change between initial enquiry and installation however – colour, design, position of joins and even the type of floor – if any detail is at variance with your understanding please call us immediately for clarification.

BOOKING THE FITTING

As soon as your goods are received by ourselves we will contact you to arrange fitting. Some 'contingency' time should be allowed when planning a flooring installation, every job is different and variations in the time the work takes should be expected. Equally if we are following other trades (builders etc.) allow enough time for completion of their work before we start.

WHAT TO DO BEFORE WE COME

- Clear the room and take up the old flooring.
- Check to see that there are no loose floorboards or bad sub-floors and that the floor is level and dry.
- Check for pipes and wires (we must be advised where these are before we arrive on site).
- Check if any specialists are going to be needed to move appliances (e.g. washing machines/cookers) or particular pieces of furniture (e.g. pianos/billiard tables/hi-fi equipment/clocks). We may be able to assist with such items on an 'own risk' basis, but must be advised beforehand.
- Carry out any other preparation required (e.g. removal of skirting boards for wood floors, removal of kick plates on kitchen units).
- Check that you have advised us regarding door easing, and made alternative arrangements if necessary. Some of these items above may be included in your quotation. If so they will have been clearly listed. We will be happy to quote for additional services if you wish. Anything found necessary at the time of fitting will be charged as an extra (see 'Additional Services Section').

TIPS TO SAVE YOU PROBLEMS

Before taking up the old carpet, check for darkening around the edges - this is caused by draughts under the skirting, a problem which can easily be prevented by sealing the gaps before new carpeting is laid. Extremes of temperature may prevent fitting. Most floorings are adversely affected if too cold or too hot (for instance in an unoccupied property or a hot conservatory). Certain types of flooring - mainly naturals and wood products - may need to acclimatise to the temperature of the room to be fitted before they can be laid. A better and more waterproof finish will be obtained if we fit under things. This is especially true of W.C./basin pedestals, bath panels and kitchen unit kick plates. Their removal prior to floor laying will greatly enhance the finished work.

ON THE DAY

Generally speaking all we need to complete the installation is adequate access, power and light. Preparatory work is often carried out in our workshops (where there is space for cutting etc) and variation in the time we arrive on site may be experienced. It is usually helpful to 'walk through' the job with the fitters before they commence installation. On completion our fitters will ask you to inspect the work and sign that all is well.

AFTERWARDS

Our fitters will naturally endeavour to leave everything as neat and tidy as possible. Any useable surplus will be left on site for you. In the case of carpets we offer a whipping service enabling remnants to be turned into finished mats and rugs at a modest cost. (Further details from the fitters or in store).

Care should be taken not to drag or roll heavy loads over newly installed flooring. Heavy items should always be lifted to avoid stretching carpet or scratching smooth flooring i.e. wood, vinyl or laminate floors.

Adhesives may take time to fully cure. Therefore we do not usually apply dressings to smooth floors at the time of installation. Where appropriate we provide, a free 'Handover Pack', which contains all you need and full instructions on care and maintenance.

You can vacuum carpeting immediately after installation. Initially surplus fibre will be apparent but this will diminish over time. Regular vacuuming with an appropriate and well-maintained cleaner is the best way to ensure your carpet keeps its appearance.

We cannot be held responsible for any problems that occur from following trades, i.e. Skirting, Fitted Furniture Etc. If you are uncertain please check with us first.

Some of these items may be included in your quote, if so they will be clearly detailed. If not the additional costs for work over and above that quoted will be invoiced as follows:-

Additional Services

CLEAR ROOM OF NORMAL FURNITURE	£45
UPLIFT & DISPOSAL (Pre-booked only)	£2.95 per sq. metre
EASE (TRIM) DOORS (Trimming only, applicable to most doors, but does not include any re-touching, cutting of fire doors or external/security doors)	£20 per door
MOVE KITCHEN APPLIANCES (Providing this does not require our operatives to disconnect or reconnect appliances)	£15
NON-ELECTRICAL WIRING We can run the above under your carpet for you (However we cannot run mains wiring or be responsible for connecting/disconnecting any Hi-Fi or T.V. equipment)	£27.50 per room
TAKE UP OLD FLOOR (i.e. Stuck down floors such as Marley tiles)	To be quoted by estimator
REMEDIAL/REPAIR WORK TO SUB-FLOOR	To be quoted by estimator

We regret we are unable to move breakables, contents of furniture or personal effects. Items such as musical instruments, billiard tables, hi-fi's, clocks or fish tanks may need specialists to move them.

Exceptionally large or bulky items that may require extra staff must be advised to us prior to installation. Whilst every care is taken any item of your own property is moved at your own risk.

CARE AND MAINTENANCE PRODUCTS

Although there are care and maintenance products generally available we would strongly advise that you use only those recommended by the appropriate manufacturers, all of which are available from Hatfields and we would be happy to advise accordingly.