



TERMS & CONDITIONS OF BUSINESS

THE ISLAND FLOOR FITTER LTD
Company Registration No.131425C

The Island Floor Fitter Ltd a company registered in the Isle of Man under registration number 131425C whose registered office is at 3 Dhoor Cottages, Andreas Road, Dhoor, Ramsey, Isle of Man, IM7 4EB

These Terms and Conditions are issued by the Company to provide its clients with a written statement of the main Terms and Conditions of Business.

Any Contract for the sale of goods including any quotations, estimates, sale, or acceptance of quotation issued by The Island Floor Fitter (the Company) shall be subject to the following conditions.

Estimates and quotes

All estimates and quotes are based on information gained from site surveys and therefore all prices are based on these surveys. All prices given will be given will be valid for 3 months from the date of our estimate. Please note that occasionally doors may need cutting after new flooring has been laid to accommodate the new height, unfortunately we cannot always predict this. It is not a service we provide but we may be able to recommend someone who can.

Payment

Upon booking any job and before ordering any new flooring, The Island Floor Fitter Ltd will require a minimum of 60% non-refundable deposit to proceed. Balances must be paid on the day of completion. It is the responsibility of the customer to make payment to The Island Floor Fitter on that day, if payment is not made there will be an additional charge of 3% per month which will be added to the final balance.

Uplift and disposal of existing flooring

If the Island Floor Fitter Ltd are required to uplift and dispose of any existing flooring this is to be agreed prior to ordering and there will be a fee of £45.00 per room. The customer is required to leave the areas clean and free from obstacles prior to the arrival of the fitting staff.

Moving of furniture

If the Island Floor Fitter Ltd are required to move furniture this must be agreed upon before the day of installation. Due to time restrictions our fitters will only move large items of furniture which the customer is responsible for emptying and clearing i.e., Wardrobes, chest of drawers etc. The customer is responsible for removing any small and delicate items from the area prior to the time of installation. Any furniture that the customer has agreed to move must be cleared from the fitting areas prior to the arrival of our fitting staff. Should our fitters arrive and find that the customer has not been able to follow these instructions, the extra time and manpower required will be chargeable to the customer and in some cases the fitting date may need to be rescheduled to accommodate these changes (this will incur a cancellation charge of £100.00).

Change of fitting conditions

Should conditions change from the time of survey to the date of installation i.e., decoration or building works over running, or the site not being ready, the customer is required to notify The Island Floor Fitter Ltd as soon as possible (minimum of 48 hours' notice) to change the installation date. Failure to notify The Island Floor Fitter Ltd will result in the customer being liable for the cost of labour due to time lost.

Cancellations

All installation dates and times are approximate and may be subject to change due to unforeseen circumstances. The customer will be notified of any changes to installation time as soon as possible. The Island Floor Fitter Ltd reserve the right to rearrange times and dates of installation and cannot be held responsible for any costs incurred by the customer. Cancellations and rescheduling of installation dates by the customer require a minimum of 48 hours' notice. Late cancellations will be subject to the quoted fitting costs (due to fitter's loss of time). Likewise, if works are unable to proceed on an arranged installation, due to the site not being ready or access being denied or refused (where 48 hours' notice was not given) then the customer will be liable for the quoted fitting costs.

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Pipes, wiring and general fitting conditions

It is the customers responsibility to inform The Island Floor Fitter Ltd of the location of any pipes or cables which are in the area where the fitting is taking place and to also ensure that all pipes and cables are regulation depth under the floor and comply with all current legislation The Island Floor Fitter Ltd shall not be responsible for any damage to under floor pipes or cables or for any consequential damage to the customers property or fittings where the above has not been complied with. Unless the Island Floor Fitter Ltd have quoted to prepare the floors for fitting beforehand, it is the customers responsibility to ensure that floors are of an even surface, completely free of damp and in a good condition.

Storage

Unless otherwise agreed in writing, The Island Floor Fitter Ltd will keep goods in storage for 3 months, after this time, the goods will be delivered, or a storage fee will be charged at £20 per week.

Warranties and liability

Nothing contained in this section affects your Statutory Rights. Any claim by the customer which is based upon any alleged defect or failure in Goods/Services provided, must be presented within 7 days from the date of completion. Where Goods are reported as faulty later than seven days after installation, we reserve the right to arrange an independent inspection and if the Goods/Services are found on inspection to not be faulty by the result of fair wear and tear, negligence, or wilful damage, The Island Floor Fitter Ltd retains the right to charge £40 for the inspection to cover its costs. The Buyer the Island Floor Fitter Ltd shall both agree to be bound by the results/findings of the independent inspector.

We would like to make all our customers aware of the following:

We cannot be held liable for carpets or floor-coverings that do not fit if customers have provided us with their own measurements that prove to be incorrect.

If a subfloor has not been prepared, we cannot be held liable for imperfections to carpets and floor-coverings being fitted to imperfect subfloors.

Carpets are soft products and flattening of the pile will occur because of usage. Flattening may change the shade of the carpet (shading) and this may be permanent (pile reversal). This may appear to be random, but this is not a fault. Areas of high foot traffic are especially prone to such changes in appearance. The side of the pile may appear to be a slightly different colour to the ends. Changes in direction or angle of the pile may change the shade of the carpet and this may appear patchy. Such changes do not affect the durability of the carpet.

During transportation and storage, carpet pile may become slightly crushed and this will show as shaded bands across the pile. These will disappear as the carpet settles into its new environment and as the pile is flexed through regular use and vacuum cleaning.

Carpet colours vary from batch to batch and the exact matching between separate pieces of carpet (especially 4metre and 5metre rolls) cannot be guaranteed.

Gripper pins can be felt through the carpet close to skirting boards and on stairs. This is normal, but you can ask the fitter to flatten the pins during installation. This will affect whether the gripper can be reused and may affect the fixing of the carpet.

All widths of carpet are approximate and within a tolerance of plus or minus 1.25% in accordance with BS3655.

All new carpets benefit from the use of a good quality underlay. Reusing existing underlay may result in abnormal flattening of the carpet pile and faster wearing.

If a carpet is fitted as a stair runner to open sided stairs (stair spindles) underlay may be visible in some cases and there will be a void between the carpet and stairs. This is normal and is not a fitting fault.

All our fitters carry out their work with the upmost of care, but even with the greatest care home décor may be scuffed or marked during the fitting process. New wallpaper and paintwork are especially vulnerable and should be allowed to dry for a minimum of two weeks. Neither we nor our fitters can be held liable for any marks or scuffs caused.

We require written notification if any pipes are less than 2" (5cm) below the surface of the floor. We cannot be held liable for any damage caused if we are not made aware of this in writing.

We require written notification if any alarm, internet, or T.V cables are underneath your carpets. We cannot be held liable for any damage caused if we are not made aware of this in writing.

Customers are required to inspect all carpets and floor-coverings once fitted and to sign a satisfactory notice sheet stating that they are happy with the work that has been carried out.

Carpets and floor-coverings exposed to high levels of sunlight (such as in conservatories) may fade in colour over a period. This is not a fault and we cannot be held liable for this.

Vinyl can be fitted in any area of the home providing the subfloor is level. However, please be aware that furniture and appliances may cause indentation marks and dragging furniture or appliances may tear the vinyl. Dragging furniture or appliances over laminate or wood flooring may cause marking or scratching of the surface of the flooring.

We ask you to ensure there is sufficient clearance between doors and floors before we arrive. Should you require any doors to be cut you this must be done prior to fitting. We cannot be held liable for any damage to your carpets or floor-coverings if there is insufficient door clearance.

Keys can be left in a safe place or collected by us prior to a fitting date if a customer cannot be on site at the time of fitting. We can post keys through a letter box once the work is completed but cannot be held liable if keys are misplaced or stolen.

Uneven/unlevel subfloors that are not prepared by either hardboard/plywood or screeding may show through carpets or floor-coverings. Floorboards may show through a carpet or vinyl and uneven floors may cause carpets or floor-coverings to have an abnormal appearance.

Complaints must be made in writing within 7 working days of work being completed otherwise they will not be taken into consideration.

If a striped or patterned carpet is fitted and walls or stairs run out a stripe or pattern will not line up properly and we cannot be held liable for this.

Solid and engineered wood are a natural product and will have knots varying in size and will be treated with filler by the manufacturer.

If a join in a carpet or vinyl is required, the customer must sign to acknowledge they are aware that a join will not be invisible.

Customers are advised against ordering a loop pile carpet if they have cats or dogs. We cannot be held liable for pulled loops if animals scratch at carpets.

We cannot accept liability for uncompleted jobs or jobs not completed to a high standard if other tradesmen are present in the areas whilst we are fittings carpets or floor-coverings.

We recommend that all carpets are professionally cleaned periodically. The frequency will depend on the level of soiling but should be done before soiling becomes ingrained into the pile fibres and starts to cause a faster rate of wear.

We cannot be held liable for any problems such as shrinkage resulting from carpets or floor-coverings being fitted in wet areas.

We cannot be held liable for the loss, expense, damage, delay, costs, or compensation which may happen to the customer arising from: Our failure to carry out a service which is beyond our control (such as delayed deliveries to ourselves). Existing damage to customers property.

All carpets using a spun yarn will shed excess fibre when first installed. The duration of the shedding of these fibres will vary dependent upon the frequency of vacuuming and the type of machine used. This is to be expected and does not mean there is a defect.

Carpet samples we show you may not be from the same production batch as current stock and therefore should only be used as a guide and not as an exact match.

Any doors that need to be cut there is a charge of £25.00 per door, however we are not qualified joiners and are not held responsible if they are any imperfections, we therefore recommend you hire a qualified joiner to cut any doors you require.

If we are required to carry out any additional work, there will be additional charges applied.

Once you have placed an order with the Island Floor Fitter you have agreed to our Terms & Conditions of Business.