

TERMS & CONDITIONS



PRIOR TO INSTALLATION:

- All floors must be clear and tidy before floor prep and installation.
- Household appliances must be moved out of rooms before our flooring tradespeople arrive. Ensure appliances are disconnected and re-connected by people qualified to do so. Failure to do this may result in rescheduling of your installation and charges may apply.
- When our team needs to install thinline and hard flooring around a WC pan / pedestal basin / super tub it is recommended that the customer has these removed ahead of time to achieve an acceptable finish.
- Door Heights – Removal and trimming of doors is the customer's responsibility – this is sometimes necessary to allow for the height of new carpet or hard flooring. We do not take responsibility to refit or trim any doors which require work.
- If you have smoke detectors please ensure these can be switched off if accidentally activated because joining carpet seams can create smoke.
- Please ensure that 240v power is easily available on site.
- It is helpful if there is a space for our installers to work that is not where they are installing, so please clear space in the garage if possible.
- All existing floor coverings are to be lifted by the customer unless otherwise specified in the quote.
- All items quoted are subject to availability.

TIMING & DELAYS

- If you wish to change the installation date, please call or email us (Ph 03 366 7434 or info@flooringspecialists.co.nz) at least 48 hours prior and we will try to accommodate this.
- Building projects can sometimes result in unexpected delays. We do our best to minimise these but cannot guarantee delivery or installation times or dates. We will not accept liability as a consequence of any failure to deliver or install on time.
- Please ensure that you have provided adequate access to the Property to enable us to measure and install your ordered flooring.

PAYMENT TERMS

- 50% payment is required upon acceptance of our quote. Please pay online or in store. Please note: A 3% surcharge applies to all Visa and Mastercard payments.
- Upon completion of flooring installation, final payment is required within 7 days.
- Supply only agreements - 100% payment required before product is released.
- For Account Holders – Payment terms are 20th of the following month from the date of invoice, unless otherwise arranged.
- We reserve the right to require either security or payment in advance before any service.
- The customer is liable for all expenses including legal and debt collection costs incurred by the company as a result of any default by the customer not meeting the company's standard payment terms.
- Goods remain the property of the vendor until paid in full.

ACCEPTANCE

- Any instructions and/or acceptance of quotes received by Flooring Specialists from the client for the supply of goods and/or services, shall constitute acceptance of the terms and conditions contained herein.
- Once the quote has been accepted and the deposit paid, no change may be made to the product order.
- Acceptance of a quote includes agreeing to the specified product range and colour listed in the quote. It's the customer's responsibility to confirm the product is correct.

- Please note that flooring colour samples, display boards and external marketing materials (ie. brochures, website) may not accurately represent the actual colour of flooring products. They are indicative only. When you choose your preferred flooring type you are accepting that the sample may vary slightly to what is installed.
- Flooring Specialists accepts client orders on the basis that we cannot be responsible for delays beyond our control (ie. product delays, on site delays).

SCOPE

- Items not included in the above quote will be charged as extras where appropriate and you will be notified of this as soon as possible. I.e. Unforeseen floor preparation.
- If you have a preferred direction for hard flooring planks or carpet tiles this is to be confirmed at time of order or else it will be decided upon by Flooring Specialists.
- Our usual process is for the quote to allow for standard aluminium bars / trims. Colour matched trims can be arranged at an extra cost.

RETURNS

- We have a no returns policy. We specifically order in products for your flooring projects and any product leftover is yours to keep. Wastage is factored into each project for cutting in and spares.
- Product is also cut to measure for your specific requirements and may not be used elsewhere.
- Once product has been ordered in on your behalf, orders cannot be cancelled.

DISCLAIMER - PAINT

- Due to tight timeframes in the building industry, flooring is sometimes installed before paint has fully cured and hardened – a process that can take up to 28 days, depending on the season.
- Some minor scuffing to paintwork may occur. This is often unavoidable because of the coarse texture on the back of carpet, as well as the process involved in removing old flooring or installing hardboard and other materials. While our installers take every precaution to minimise any impact on painted surfaces, we cannot take responsibility for any damage that may occur.
- We recommend completing a final coat of paint after the flooring has been installed, or keeping extra paint on hand for any necessary touch-ups.

DISCLAIMER - WOOL CARPET

- Because wool carpet is manufactured using natural yarn, it has characteristics that can alter the appearance of wool carpet once installed. These include (but aren't limited to) tracking, fading, piling/fluffing, shading and shedding. Accepting a quote for wool carpet includes accepting these natural characteristics in your finished carpet.

DISPUTES

If you have raised a concern or dispute over your flooring, Flooring Specialists will investigate the claim. If we accept that the Product or Service is faulty or defective, Flooring Specialists 2022 Ltd will comply with our obligations under the Consumer Guarantees Act. In considering if or how to take action in this respect, Flooring Specialists Ltd is entitled to take into account any actions you have taken (or failed to take) that may influence this issue.

BANK ACCOUNT:

FLOORING SPECIALISTS 2022 LTD 02-1268-0068289-000