

PHIL IRWIN CARPETS TERMS AND CONDITIONS

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PAYMENT

50% non-refundable deposit of the total balance must be paid to secure fitting dates. These dates will only be secured once we have received and acknowledged your deposit. As we work on first come first served bases.

The remaining balance of invoice must be paid on or before the day of installation.

When placing an order and paying a deposit you are agreeing to Phil Irwin Carpets Terms and Conditions.

ESTIMATE

All goods supplied remain the property of Phil Irwin Carpets until paid in FULL. Your order will be processed upon receipt of deposit. Please note that this quotation remains valid for 30 days and does not include any additional sub-floor preparation or adjustment to doors that have not been discussed or priced for.

Prior to expecting or any jobs starting please discuss if you are unsure with any of the fitting/preparation work/ordering takes place. Customers should check the estimate /invoice in detail as mistakes can not be rectified after goods have been ordered or cut. If 3rd party contractors have allowed to level or prepare the subfloor prior to Carpet/flooring being installed. This must be done to our standard. When using customers own underlay, this is done at the customers own risk.

FITTING

The following matters are the responsibility of the customer.....

We advise that the customer should be available on site at all times to ensure that all items and fitting is correct.

Where our staff are required to move furniture, electrical equipment/appliances and other objects in the area of installation, this is carried out entirely at the risk of the customer. We strongly recommend that the movement of all large items to be supervised by the client and that fragile or valuable pieces are moved by the client only. Phil Irwin Carpets and their staff are unable to accept

responsibility for damage or breakages caused during the movement of the customer's possessions.

All work areas must be clear of others, ie children and tradesman or their equipment so fitting work may proceed. During installation we use a wide range of hand and power tools and sharp and heavy materials. These must only be used by a member of our team.

No responsibility can be taken if these get into the wrong hands.

All carpets, even when cut to room sizes, are heavy and difficult to move, especially on premises where the layout and access are restricted. In some premises the carpet may have to be folded to gain access, which may leave slight creases in the pile these will go over time.

We cannot accept responsibility for damage to surface finishes caused by the movement of carpet in restricted spaces.

Phil Irwin Carpets will try our best to not mark walls and skirting however in some cases this cannot be helped and is down to the customer to make good.

All plumbing and electrical works from the removal and replacement of appliances is the responsibility of the customer. Our team are not plumbers electricians or carpenters or any other tradesman.

Whilst every effort shall be made to deliver and fit to the customer's satisfaction delivery dates are approximate only and failure to deliver on the stated date or at a specific time, shall not render us liable for damages, lost time or any other consequential loss.

MATERIALS

As Natural floor covering is a natural fibre, we cannot be held responsible for shade or weaving imperfections.

Plain carpet is subject to shading with use, due to pile pressure. This is a characteristic of this type of carpet and does not affect the durability of the carpet.

The position of services such as water, gas and electricity supplies must be clearly identified for our fitters to avoid accidental damage. Unprotected/loose wiring for alarms, computer systems, telephones, audio and video equipment (to name only, but not limited to, the principal types) should be run in trunking under the floor. Wiring and services are often concealed from the carpet fitter and therefore Phil Irwin Carpets cannot accept responsibility for accidental damage caused during carpet removal or installation.

Where other trades may need to finish work following flooring installation, no allowance has been made to provide plastic protection to the flooring, this must be done by yourselves.

SURCHARGES

Phil Irwin Carpets reserves the right to make surcharges in the event that the following matters are necessary prior to fitting:

Removal of old floor coverings and furniture from the areas needed. We are happy to move larger items of furniture however we require the customer to inform us if this is needed as there is additional time added and cost implications.

If it is found that any other additional work/materials are required, not in the original order these charges will be added.

Please note this can not always be dealt with on the day due to time/ ordering etc.

The shop or fitter on site can not deal with doors rubbing. Please note where wooden doors require trimming this is something Phil Irwin Carpets cannot provide, doors will be removed from their mountings and left on site. Fire doors are needed to be cut by a certified carpenter. For new doors that are being fitting we advise that the 3rd party contractor or yourselves ask for the information needed for levels.

Not all flooring are the same thickness as each other please bare in mind this can leave existing doors, skirting etc with gaps or needing additional work. This may need to be done using additional trades man.

CANCELLATIONS

If an order is placed and then cancelled by the customer, there will be charge a minimum of 50% and maximum of 100% dependant of notice given.

MEASUREMENTS

Customers are respectfully reminded that manufactures are allowed a variation of plus 1.2 % on all dimensions. Please allow for the variation when submitting your own order. (This is a requirement of the British Standards Board, Clause 3 B.S 3655)

Where quantities shown in a quotation are estimated form scale or dimensioned drawings, the final quantities are subject to verification by the site measurement. Accordingly, all costs prepared from quantities taken from drawings are a guide only and may differ once a site measurement in completed. Phil Irwin Carpets cannot be liable when the carpets sizes are the customers own measurements and have been measured wrongly.

PILE PRESSURE/ TRACKING/ SHADING

Some installations of carpets develop irregular light and dark areas called "shading". This is caused by some pile yarn changing direction which alters the way light is reflected or absorbed by the carpet. The factors which cause permanent shading are not fully understood and its occurrence cannot be predicted.

It is not a manufacturing fault and has no detrimental influence on the durability or life of the carpet.

All carpets are subjects to tracking and shading – this is where the carpet flattens in areas of heavy and frequent use. Stairs, hallways and living rooms are the most common areas where this occurs, this is not a manufacturing fault and we cannot accept any responsibility if this was to occur.

Please ensure you follow manufacturers guidelines. We cannot stress how important this is.

VARIATIONS FROM SAMPLES

While every effort is made to ensure satisfaction, exact colour/design and matching cannot be guaranteed between different widths of carpet/flooring due to manufacturing tolerances, over which we have no control. Neither can exact matching be guaranteed between a carpet/flooring supplied and the sample displayed in the showroom. This is the case using multi width carpets, weights and batches. Some flooring may vary in characteristics and colours from samples, for example the wood may have knots, light and /or dark shades, filled knots, and hand scraped detailing. which may not be seen in every sample. All carpet/flooring can have a tolerance between batches of up to 10 shades.

FLOOR SURFACES

The customer or the main contractor must ensure that all sub-floors are clean, dry and level (including securing loose boards and stairs causing any noise issue) before the agreed installation dates. No allowance has been made in our quotation for sub-floor repairs, Plying, boarding , Levelling. This includes floor cleaning and removal of waste left by other trades. Any delays to the installation schedule that are caused by the site being unfit for commencement of floor fitting will result in additional costs. We cannot be held liable for uneven floors which may lead to it being visual after carpet/flooring has been fitted unless previously agreed to carry out further work with Phil Irwin Carpets. This cannot always be seen on estimating or fitting.

9 MAINTENANCE

All floor covering and flooring must be maintained in accordance to the manufactures instructions. Any claim arising out of misuse or failure to follow maintenance guidelines cannot be entertained under any circumstances. Direct sunlight can cause carpet to fade; we recommend that blinds or curtains are fitted in rooms that are affected by this. We recommend you vacuum your carpet regularly, as required. For loop pile carpet we recommend a cylinder vacuum or an upright with the beater bar turned off. Blot up any spills immediately with a clean white towel or kitchen roll (DO NOT RUB) then use water or an appropriate cleaning agent to remove any stain.

UNDER FLOOR HEATING

Under floor heating needs to be off 72 hrs before and after insulation of flooring covering. It should not exceed 27 degrees, once 72 hrs has been, turn back on by only increasing by 2 degrees per day.

STORAGE

We are unable to store your goods after 2 weeks from the fitting date, however this can be arranged there will be a charge of £10 per item per week.

RESTRECHING

The company will undertake retrenching free of charge within 6 months of installation by phil Irwin carpets. Provided the carpet has not been disturbed for any reason.

COMPLAINTS

Please notify us of any complaints Within 48 hours, so they can be dealt with accordingly.

Work will be programmed during normal working hours, 9.30am to 5pm, Monday to Friday (excluding Bank and Public Holidays.) The customers details will not be shared with a 3rd party. Personal data is only used for accounts. Photos only of Carpet/flooring jobs may be use to market/advertise our company unless put in writing by the customer.

Thank you for your time in reading our terms and conditions. Please do not hesitate to contact us with any further questions.

Phil Irwin Carpets and Flooring.

