

Terms & Conditions

50% Deposit required to order materials

Balance 7 days from invoice (after installation)

1. Any unforeseen floor preparation will be at an additional cost; this can only be ascertained once the existing floor covering has been removed
2. If we have agreed a price for our fitters to move any furniture, no responsibility can or will be accepted by the Company for any damage caused. We recommend that the customer move any fragile, sentimental, personal or valuable pieces.
3. To cancel an installation date, we would require at least 48hours notice (two working days Monday – Friday). Failure to do so will result in charge for wasted labour costs to the value of each fitters day rate.
4. Where Domestic appliances are concerned, ie Washing Machines etc, we will move these types of goods providing they are not connected to a fixed Spur outlet. We would recommend having these appliance tested by suitable engineer as we cannot be held responsible for any leaks post fitting. We do not disconnect, move & replace into position, any electrical / electronic appliances or musical instruments of any kind.
5. Please make sure all sub –floors are in a fit state to accept the new floor covering. We do not repair floorboards, chipboard etc of any kind. We would recommend using a professional carpenter or such like. If we cannot fit the floor covering, forcing us to stop work, due to an uneven sub floor this will result in additional costs to the customer.
6. If on the day of proposed installation we cannot fit the floor coverings due to no fault of our own i.e. cannot gain access, areas not ready, other trades still working, no heating etc. The customer will be charged for the fitters lost earnings.
7. It is the customers' obligation to notify us of the position of any cables, wires, pipes etc. As we cannot accept responsibility for any damage caused to or by pipes, wires etc we had no knowledge of.
8. We do not move cable or wires of any description. Should any cables or wires be fixed to an area where a new floor covering is to be installed, no responsibility can or will be accepted for any damage, or interruption to services, caused.
9. Please note any seams in a carpet are not invisible. This is not a fitting fault but just a characteristic of the chosen floor covering. Position of seams can be discussed before placing an order, as this cannot be changed once the order has been placed..

10. All floor coverings remain the property of Sunninghill Carpets & Flooring, until all outstanding monies are paid in full.

11. Please make sure any new paint as had at least 3 days to dry before new floor coverings are fitted, as no responsibility can be taken for any damage to new paintwork. If skirting boards are being painted we would recommended they are painted right down to the sub floor

12. We can trim the bottom of solid interior doors (not hollow or veneered doors) at an agreed price. These will be cut in situ and due to the nature of the saw blade may leave small splinters in the wood. If you are in any doubt we would recommend using the services of a carpenter

13. Once floor coverings have been ordered and cut, they cannot be cancelled or returned. Therefore payment in full for the floor covering will be due.

14. All samples should be used as a guide to colour, as this will vary with different dye batches.

15. Please note wood flooring is a natural product and thus will vary in colour, graining & knotting from one board to the next and from the sample piece. The sample should be used as a guide only. Wood is subject to movement once it has been fitted and the room temperature should be kept between 17 & 24 degrees C

16. We plan the most economical way to fit a carpet, due to widths this may mean areas will have the pile direction running at 90 degrees to each other. This may cause the carpet to look a different shade. For advice on pile direction please consult us.