

VALLEY CARPETS

Valley
Carpets
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Your Order

We always try our best to make you aware of all our terms and conditions during your meeting with us, but it is worth checking through them to be sure. Please check the details of your order and if you have any queries, please let us know. We are always happy to advise on any concerns you may have.

Fitting Date

All fitting dates are given in good faith but could be subject to change and should not be relied upon as such. Due to the nature of the work, exact arrival times cannot be guaranteed.

Colour and Measurements

Exact colour and texture matching between separate pieces of carpet and especially between 4m and 5m rolls, cannot be guaranteed due to different carpet batches.

All carpets and vinyl's are cut to the nearest 10cm in length. All sizes are approximate and within a tolerance of +/- 1.25% in accordance with BS3655. If your room is closer to the normal width of the carpet, please allow extra carpet in case a join is required.

If the measurements you provide are incorrect, a restocking charge of 25% of the cost of carpet will be charged.

Prior to Fitting of Flooring

All furniture and floor coverings must be removed prior to installation of your new flooring and the floor must be clean and tidy. Failure to clear rooms prior to fitting may result in your appointment being rescheduled. For an additional charge, furniture can be moved and flooring uplifted, but this must be arranged in advance.

Damage and Scuff Marks

Fitters carry out their work with reasonable care and skill but even with the greatest care home décor may be marked/scuffed during the fitting process. New paintwork and wallpaper should be allowed to fully dry and harden before fitting. A minimum of two weeks is recommended.

Waste and Cut Offs

All trimmings, offcuts and waste are the customers own property. Valley Carpets cannot dispose of this for you unless you have made arrangements with ourselves to do this on your behalf for a fee. The local authority considers this as trade waste, but it can be disposed of by yourself free of charge at your local tip.

Uplift and Disposal

If you have opted for the 'uplift and disposal service', the fitter will remove your old flooring and all offcuts and packaging from your new flooring. Even if you have paid for the service, the fitter will only carry out this work if the floor covering is unsoiled and there is no health and safety risk to the fitter.

Doors

Doors may need to be trimmed to allow clearance depending upon the depth of your chosen floor covering. This is not part of the fitting work unless this has been specifically agreed.

If the doors do not have sufficient clearance, the fitters may have to remove the doors. If you have fire doors, external doors or non-wood doors that need trimming, this will have to be carried out by a specialist carpenter. We are also unable to remove or arrange the removal of any fire doors or external doors so arrangements must be made prior to fitting.

Flattening of the Pile

Carpet is a soft, luxurious product and the flattening of the pile will occur as a natural result of use. It can sometimes look patchy when the use of the carpet varies in different. Areas with busy foot traffic, twists and turns can especially be prone to changes in appearance. Berber carpets use random blends of colours which as a result may give a lined effect. These characteristics do not affect the wearing properties of the carpet. During transportation and storage, the carpet pile may become slightly flattened and this may show as shaded bands across the pile. These will disappear as the carpet settles into the new environment and as the pile is flexed through use and vacuum cleaning.

LVT

Your floor must be checked for suitability for LVT. This survey is limited to checking what is visible without lifting existing floor coverings, so we recommend that the entire subfloor is visible for the survey to make sure there are no hidden issues with your floor. It is your responsibility to lift the existing floorcoverings prior to inspection. A damp test must be carried out prior to floor being fitted for guarantee purposes. This may be done at the survey or when the fitting appointment is scheduled.

If the fitter does not think the floor is suitable for LVT on arrival due to damaged, uneven, contaminated or damp floor, he can advise on what remedial work needs to be undertaken. We can provide this as a service, or you are able to arrange this yourselves. We will then rearrange the fitting appointment for when remedial work has been completed.

Subfloor

All quotations and orders are on the basis that the subfloor is suitable for fitting the flooring you have selected without additional work. It is your responsibility to ensure that this is the case. If any damage is caused to the product as result of your subfloor being inadequate, all costs associated with remedying the subfloor and replacing any product are solely your responsibility.

Liability

If your floor covering is not of satisfactory quality or is not fit for a purpose which was made known to us, we will replace any defective floorcovering

and arrange for the floor covering to be uplifted and disposed of. We are responsible for ensuring that the products we supply are of satisfactory quality, conform to the sample and are fit for purpose for which they are sold. Certain products have additional guarantees provided by the manufacture of which we accept no responsibility for. If there is a problem with the fitting we have arranged, we will ask the fitter concerned to revisit your property to carry out any remedial works.

Payment

A deposit of a minimum of 50% must be paid when placing your order. The remaining balance must be paid by fitting date.

Cancellations

Your order is a legally binding contract and can only be cancelled if we are in breach of contract.

Under section 28(1)(b) the right to cancel does not apply to products that are made to your specifications. This includes floor coverings which have been cut from a roll to your specific order size. If the products are excluded from your right to cancel, we will find out if they have already been cut to your specifications and if not, we will accept a cancellation of your order and refund monies. If the product has been cut, we will only accept cancellation if we may deduct 25% of the cost of the carpet as a restocking charge.