



## Terms and Conditions

### Estimating and Installations

Any queries regarding measurements, material or installation methods must be raised prior to the acceptance of any quotation provided by VFG Flooring Ltd. All quotations are valid for 30 days.

### Measurements

VFG Flooring Ltd will always carry out site surveys. This includes measurements and sampling for quotations, this practice also allows for reports for scope of works to be compiled. We do not accept responsibility for errors arising from customers own measurements. Any additional material or works will be charged to the customer/client.

### Quotations

All quotations are valid for 30 days only.

### Sampling

VFG Flooring Ltd will always provide samples if/when requested. However, it is impossible to guarantee colour matches, designs and exact appearances of other samples in our showroom.

### Wood Flooring (Solid and Engineered)

Wood is a natural material, every plank/block will look different in appearance to the next. We offer a range of grades on all our wood flooring. This also includes finishes (lacquers, oils and unfinished). We cannot be held responsible for variations of appearance such as colour, shading or knots. In time wood flooring can change from the original installation. This is a combination of wear and the natural properties in the product. Dark woods tend to lighten over time and light wood tends to darken. A significant wood compound is lignin. It changes the colour of wood when it is exposed to sunlight. Fumed/smoked wood products will have colour variations throughout. This is a feature that depends on the levels of tannin in the wood. As wood is a natural product, it will grow and shrink due to the relative humidity in the atmosphere. If gaps appear this is not deemed as a fault in the installation. It is vitally important you follow the manufacturers cleaning and maintenance guidelines to keep your floor looking at its best. The wrong cleaning products can affect the finish and look of the board/block. Wrong cleaning/maintenance products or cleaning/ maintenance methods could invalidate your manufacturers guarantee and installation guarantee.

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### Parquet

Due to the large number of individual blocks used in parquet installations, variations vary greatly from block to block in terms of colouring and appearance. This is to be expected and is not a manufacturer or installation fault.

### Carpet

Due to pile direction, all carpets have shade variation. Shade variation also relates to dye/batch numbers. VFG Flooring Ltd will always make every effort to group carpet orders to the same dye/batch numbers. It is not a manufacturing fault and does not affect durability. Over time, some carpets will fade due to wear and natural light.

### Wastage

Whilst every effort is made to reduce wastage, customer/client's must accept that in certain cases wastage is unavoidable. VFG Flooring Ltd economize where possible to always remain competitive.

### Skirting

VFG Flooring Ltd will discuss skirting with customer/client at time of survey.

### Doors and Plinths

It can be difficult to determine if a door or plinth will need trimming when estimating a job. This will be discussed with the customer/client. Versatile Wood Flooring Ltd cannot take any responsibility for any damage caused by trimming these items. If the customer/client has any concerns, it is the customer/client's responsibility to make alternate arrangements.

### Pipes and Cables

Versatile Wood Flooring Ltd will not be held accountable for damage caused to services under the floor, walls or consequential damage to property and fittings. The customer/client must notify estimators and fitters before installations.

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### Sub Floors

It is not always possible to see what the subfloor is prior to uplift e.g concrete. It is also near impossible to tell if the sub floor will need rectifying after uplift, especially when a floor has been stuck down directly. There may also be situations such as damp and/or wetness from leaks underneath the flooring. This can result in drying time which may delay installations. If a sub floor needs to be levelled or repaired, the necessary form of levelling compounds material and methods will be used. We use a damp proof membrane on all installations. All floorboards/chipboard to be plied prior to installation.

### Floating Floor System

When a wood floor is installed on top of an underlay and not directly fixed, you should expect some movement/bounce underfoot. Engineered and laminate floors are the types of floor to expect this type of movement/bounce. This could be the result of an uneven sub floor. Whilst every effort is made to keep the sub floor level, it is not always possible. This movement is not a manufacturer's or installation fault.

### Underfloor Heating

When installing most types of flooring over underfloor heating systems the temperature must not exceed 27 degrees. It is the customer/client's responsibility to make sure the settings are correct before installation can take place. Versatile Wood Flooring Ltd will not install floor coverings over underfloor heating systems that exceed 27 degrees.

### Furniture and Decorations

Although VFG Flooring Ltd can uplift and dispose of existing floors, it is the customer/client's responsibility to clear rooms ready for installation. Versatile Wood Flooring reserve the right to refuse installation until the area has been cleared. This includes fixings of white goods. VFG Flooring Ltd will not disconnect or reconnect any appliances. No responsibility will be accepted for damage to or causing by the moving of furniture including appliances. VFG Flooring Ltd make every effort to be as careful as possible when installing. In the rare occasion any accident occurs, we cannot take any responsibility. We recommend the customer/client allow for decorations including paintwork to be touched up after completion of installation.

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### New Screeds

New sand and cement screeds can take a minimum of 1mm per day to dry after being laid. This is not an exact timeframe and, in some cases, could take longer to dry. If installation of the floor is required to be installed prior to the complete drying of the new screed, a Damp Proof Membrane will need to be applied prior to installation. VFG Flooring Ltd strongly advise customers/clients to have a DPM applied before installations. If the customer/client chooses not to have a DPM applied and the floor fails, Versatile Wood Flooring Ltd cannot be held responsible.

### Delivery & Installation Dates

VFG Flooring Ltd may ask to deliver material a few days before installation. This allows products to acclimatise if necessary. VFG Flooring Ltd will always provide plenty of notice if needed. Installation dates will be arranged between VFG Flooring Ltd and the customer. Versatile Wood Flooring Ltd will not accept any claims for loss of earnings due to delivery or installation dates not being met.

### Carriage of Goods

All goods transported by VFG Flooring Ltd are our responsibility of VFG Flooring Ltd and not of the customer/client. Once the goods have entered the property of the customer/client and has been left with no marks or damage, the customer/client then become responsible for the goods. At this point, no responsibility will be accepted for damage to, or caused by handling the goods.

### Storage

VFG Flooring Ltd understand that jobs cannot always be completed at once and circumstances may arise which results in postponing an installation. In this situation, we can only store materials for a maximum of 30 days free of charge, after this time charges will apply to the customer/client. VFG Flooring Ltd cannot accept responsibility for any damage whilst your material is deemed to be in storage.

### Cancellations

If the customer/client should wish to cancel an order, they must do so within 14 days of the original signed contract. At any time after 14 days e.g. the next day, the customer/client will lose the 50% deposit paid to secure material and installation date. Customer/client cancelling orders when material have already been ordered and paid for will result in a restocking charge. This charge varies from supplier to supplier and will be passed on to the customer/client accordingly.

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### Deposits

In order to secure material and an installation date, a 50% deposit is required. Once the 50% deposit has been received all material will be ordered and an installation date will be booked in with the customer/client. Payment of deposit or placement of order is deemed as acceptance of these Terms and Conditions.

### Balances

The remaining 50% final balance must be paid upon completion. The customer/client must sign off the works completed by VFG Flooring Ltd. The customer/client must check the newly installed flooring thoroughly before signing off the work. Any unpaid balances over 7 days after completion will incur a 5% pcm interest charge. Any goods that are not paid for in full remain the property of Versatile Wood Flooring Ltd. Any costs incurred in retaining those goods will be passed on to the customer/client.

### Complaints

VFG Flooring Ltd will always make every effort to provide goods and/or a service to the highest quality for complete satisfaction. On the rare occasion a complaint may arise VFG Flooring Ltd will work with the customer/client to resolve such issues. If an acceptable agreement cannot be reached, an independent inspector will be called to mitigate, and the costs will be charged to the responsible party. All complaints and queries throughout installation must be pointed out to the fitter who will be happy to assist. Versatile Wood Flooring Ltd will not be acceptable for any complaints e.g scratches or scuffs after completion and after sign off.

### Guarantees

VFG Flooring Ltd installations come with 1 year's guarantee. See above for complaints procedure. Goods supplied are guaranteed in accordance with the purchaser's statutory rights. Guarantees offered by manufacturers are not the responsibility of VFG Flooring Ltd. VFG Flooring Ltd will negotiate on the customer/client's behalf.

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