

TERMS AND CONDITIONS

GTIFC quotations do not include exact measurements as we consider them intellectual property and will not disclose sizes (m2 or linear metres) to the customer until a deposit has been paid

Geoff Thompson Independent Flooring Centre cannot and will not be held responsible for production or delivery delays regarding any flooring orders, but we will endeavour to keep you updated on the status of the order.

All Products remain the Property of GTIFC until paid for in full.

A Deposit of 50%, or an otherwise mutually agreed amount, is to be paid when placing your order with GTIFC. The outstanding amount owing, must be paid within 7 days of completion of work or a 5% interest fee per week may apply.

'Supply only' requests must be paid for in full before products are to leave the premises of GTIFC. Please check your order carefully as no refunds will be given for over/under supply, and no responsibility will be taken from customers order requests, including inaccurate measurements or other incorrect information given by the customer.

If orders are cancelled, deposits will be non-refundable when orders have been specifically cut or ordered in for your supply or installation. Any refund or partial refund is entirely at the discretion of GTIFC staff only.

The customer must at their own expense, uplift any existing floor coverings, clean and clear the area on which the new floor coverings are to be installed unless included in quotation.

The customer is required to move all furniture and personal belongings prior to installation unless moving furniture is included in the quote. The installers will only move large items of furniture not small items or personal belongings

The customer must provide access to the property, including adequate lighting, and power for the completion of work.

The customer is required to arrange the removal, cutting and replacing of doors if needed.

It is the customer's responsibility to advice of any defect or irregularities in the sub floor, anything which may be hazardous prior to installation.

The customer must undertake any necessary sanding of timber or screeding of concrete, unless included in quotation.

Upon GTIFC measure or site inspection, best endeavours will be made by staff to assess the floor or substrate, for suitability and preparation which will be reflected in the quotation. As it is not possible to completely view the existing substrate, we do not accept responsibility for any unforeseen items that may become apparent during the preparation or installation process. In this event, GTIFC will cease work and discuss any additional costs required for your approval.

All plush pile and cut pile carpets will track and shade to varying degrees. Plush pile carpets are particularly susceptible to shading where random light and dark patches may become apparent following installation. This is a characteristic of this style of carpet and is not regarded as a manufacturing fault.

Peaking of seams or raised seems is caused by the thickness of the heated joining tape under the carpet. This is an inherent characteristic of a conventional carpet installation stretched over underlay. It is often prominent in some rooms, and not in others, as it is dependent on the light source, colour and style of carpet. Peaking seams are not an installation fault, providing the seam is completed to industry standards. Peaking of joins, does generally settle over time.

Floor Preparation, easing of doors, uplifting of existing Flooring, shifting of furniture, white goods and appliances will be charged in addition to contract, unless specifically quoted for.

GTIFC and our installers will not accept any responsibility for paint damage to skirtings, walls or adjacent surfaces that have not been allowed to properly dry, cure or harden, in accordance to paint manufacturers recommendations. Should paint damage or damage of any other nature should occur during the installation of your flooring, please notify the installers of the problem first. If this is not possible, please notify GTFC immediately.

In the event of a dispute arising between the purchaser and GTFC, an independent inspection and report will be undertaken by the manufacturer's representative. If the issue is not resolved from this, then further steps will be taken to resolve the issue.

Best endeavours will always be made by GTIFC to carry out work or deliver goods in accordance with any pre-arranged times and dates, however no guarantee is given. GTFC is not responsible for any loss, damage or consequential costs resulting from any delays from manufacturers, or transportation vehicles.