

## TERMS & CONDITIONS

1. Payment due on completion unless otherwise arranged.
2. All prices are based on work being carried out during normal working hours, unless otherwise agreed.
3. All prices are based on work being carried out in a clear area, unless otherwise agreed.
4. Uplift & disposal of existing flooring is not included in our fitting charges. This service can be arranged for an additional charge.
5. Removal & replacement of furniture is not included in our fitting charges. This service can be arranged for an additional charge. We will move your large items but we ask for all valuables & breakables to be removed by the customer. Whilst every care is taken with your property, we cannot be held accountable for any damage to valuable items that should have been moved by the customer.
6. If a customer has agreed to clear the required areas of furniture & existing flooring themselves, charges will apply on day of installation if this has not been done.
7. If your furniture is old/falling apart or damaged and you require us to move it, our fitters will discuss this with you on site. In the event that by simply moving it causes further damage, we will not move it.
8. If doors need easing, we will only remove them as a gesture of goodwill. We can however arrange for them to be eased for you at a cost of £25 per door. Additional charges will apply to front doors, fires doors & steel lined doors.
9. No responsibility is taken for damage to pipes that are less than 1 inch below the surface.
10. We cannot be held responsible for damage to alarm cables where they are concealed from view or are obstructing the area we have agreed to work in.
11. If you have an issue with squeaky floorboards and you require us to alleviate the problem, every care is taken to not puncture a pipe. This is a goodwill gesture done by us but due to the fact the pipes are not visible to the fitter, no responsibility is taken for any leak that may arise. If the existing nails have become loose & are standing proud of the floorboards, they can be tapped back in but we will draw your attention to the fact that this can sometimes cause the plaster to pop off of the plasterboard screws to the ceiling below. This is caused by vibration. Again, this will be discussed with you but should you still require us to carry on with the work, any remedial work the ceilings below is the responsibility of the customer.
12. If appliances are required to be moved, there is a charge. Large American style fridge/freezers and double/range ovens will incur an additional charge and are priced at the fitters discretion. No responsibility is taken for disconnection and re connection of gas appliances. We can arrange for a Corgi registered fitter to reconnect gas appliances and this will be added to our quotation.
13. We cannot foresee a sub floor condition if flooring or objects are obstructing it. Extra charges will apply should the floor need extra work when it is fully visible. This will be discussed with the customer before any extra work commences.
14. Any works carried out by a third party and after a quotation from us has been accepted, is subject to a further site visit to confirm measurements & floor levels.
15. Should your carpet need re stretching, this will be carried out free of charge within the first six months, as long as it hasn't been professionally cleaned or lifted.
16. In new build installations, houses can be liable to shrinkage, especially wooden thresholds, door linings, architrave & skirting boards. Where this may happen and the wood pulls away from the flooring, this is not a problem with the installation. We will try and rectify the situation but we are not financially liable for the issue. A callout charge will apply for any remedial work undertaken.
17. All pile fabrics are liable to shading and/or pile reversal, i.e light and dark patches arising from unequal surface pressure. This tendency is not a manufacturing fault. No care on the manufacturer can avoid this.
18. If we supply a product and it fails due to product failure, we will supply a suitable replacement at no cost to the customer. Any labour costs relating to the installation will be met by Hemingways Carpets.
19. If you wish to cancel or postpone an installation, 48 hours notice is required otherwise a £50 charge will be added to the labour costs. If we are postponed on site by other trades when we have been given a guaranteed fitting date, labour charges will be calculated for the days that we cannot work.
20. If you wish to cancel your booking but the goods have already been delivered to us, a handling charge will apply on any returned order. Carpets that have been cut to size are not eligible for a refund.
21. Any products supplied by the customer and fitted by us will not be our responsibility to guarantee. Unless we have measured the area ourselves, we are not liable for any measurements that have been calculated incorrectly.
22. If you have supplied your own measurements for products supplied & fitted by us, we will not be liable if these measurements are incorrect. We offer a free measuring service if you are in doubt.
23. We do not offer refunds on goods purchased through a trade or supply only service. As we do not hold stock, goods are specifically ordered for you, from our suppliers. It is the responsibility of the consumer to ensure their sizes are correct and not the responsibility of Hemingways Carpets to be left with unwanted or goods surplus to requirement.
24. We do not accept any responsibility for paint damage to woodwork that has not had chance to dry/cure in accordance with the manufacturers recommendations.
25. We do not accept any responsibility for paint damage to woodwork that has not been undercoated and glossed in accordance with the manufacturers recommendations.
26. We hold full public liability insurance and a copy of our policy certificate is available on request.