

## **Terms & Conditions**

Please read the quotation thoroughly and get in touch if there are any amendments that need to be made or you are unsure of anything.

Once you the customer accepts the quote you are entering into an agreement with Hopkins Flooring Ltd and are accepting the full terms and conditions.

Please note no materials will be ordered until the quotation has been formally accepted. This can be done via email or by clicking on the blue link on the quote, this will take you to your quotation then click the green accept button at the top.

Orders placed in store or in person are binding and as such cannot be cancelled. If you have provided your own measurements you are responsible for these being accurate, Hopkins Flooring Ltd accepts no liability if the floor covering does not fit. Therefore, please make sure that these are correct at the time of ordering to avoid any issues upon delivery and installation.

Upon acceptance of the quote you will receive an invoice with a request for a 50% Deposit payable within 48 hours. The remainder of the balance is due for immediate payment upon completion.

Supply only of goods requires full payment upon receipt of invoice.

All goods remain the property of Hopkins Flooring Ltd until paid in full.

By accepting your quotation and or booking in you have given us the go ahead to proceed with ordering materials.

Cancellations cannot be accepted for goods have been cut or dispatched. Goods that have been cut and/or dispatched will incur a cancellation fee that will be deducted from your deposit. We will advise you of any such charge and you may then decide whether or not you wish to cancel the order.

Hopkins flooring offers a free home flooring survey and we recommend you use this service before any works commence to advise on any additional subfloor preparation that is required.

If you decide not to use this service It is your responsibility to ensure that the subfloor is suitable for fitting your chosen flooring. We only guarantee flooring where the subfloor has been prepared by us. If any damage is caused to the product as a result of your subfloor being inadequate all costs associated with remedying the subfloor and replacing any product are solely your responsibility.

Hopkins Flooring Ltd offer a free, no obligation quotation service. We do not give out our measurements to customers these remain the property Hopkins Flooring Ltd.

Measuring and fitting appointments are estimates only and are made in good faith. The exact arrival and duration times cannot be guaranteed due to the nature and unpredictability of the work involved.

We ask for all furniture, white goods, personal belongings and breakables to be moved out before our arrival. We request rooms to be clear ready for work to commence. Unless prior agreement with ourselves has been arranged to move said items, we will not be held responsible should any damage occur.

If you have opted for the 'uplift and disposal' service the fitter will remove your old flooring, offcuts and packaging from your new flooring, however we will only carry out this work if the floorcovering poses no risk to the health and safety of the fitter. If you have decided not to opt for this service, it is your responsibility to uplift your existing flooring prior to your fitters' arrival.

Doors may need to be trimmed to allow clearance depending upon the depth of your chosen floorcovering, this is not a service we provide. Fitters may remove doors to facilitate fitting and have them ready for you or your appointed carpenter to carry out the trimming and re-hanging. If you have fire doors, external doors or non-wood doors that require trimming, this will need to be carried out by a specialist carpenter and this is not a service which Hopkins Flooring will either carry out or arrange. We are also unable to remove, or arrange the removal of, any fire doors or external doors so arrangements must be made prior to the fitting date to avoid any delays.

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

We advise you register your warranty with the manufacture as soon as possible. Subject to your statutory rights, if your floor covering is not of satisfactory quality, defective or not fit for purpose we can assist in making a complaint. Hopkins Flooring Ltd accept no liability for any loss of rental income, inability to hire the room, loss of turnover, loss of profit or any indirect and/or consequential losses whatsoever.

Hopkins Flooring Ltd offer 12 months fitting and defects warranty. Warranties are only valid for flooring installed at the invoiced address.