Cotswold Edge
CARPETS
Carpet & Flooring Specialists

Flooring Installation Terms & Conditions

By engaging our services, you agree to the following terms.

1. Quotations: All quotations are valid for 30 days. Final costs may vary based on unforeseen site conditions.

2. Guarantees:

- **Product Guarantee:** We pass on the manufacturer's product warranty. Specific terms and duration depend on the chosen flooring. Claims are subject to the manufacturer's inspection and approval.
- **Fitting Guarantee:** We guarantee our workmanship for one year from the date of completion. This covers issues directly related to installation, such as seams, cuts, and adhesion. It does not cover damage from misuse, accidents, or lack of proper maintenance.

3. Subfloor Preparation:

- It is the client's responsibility to ensure the subfloor is structurally sound, clean, dry, and level within industry standards (e.g., BS 8203).
- Any required subfloor works, such as levelling, damp-proofing, or screeding, will be quoted separately. We cannot be held responsible for flooring failure due to subfloor issues not addressed or disclosed prior to installation.
- Subfloor sounds (example: squeaking/creaking) that arise post fitting (more than 2 weeks later) are not deemed as a Fitting error, and work required to resolve such issues are chargeable.

4. Liability for Property: While our team takes all reasonable care, minor scuffs or marks to walls, skirting boards, or existing fixtures (example: staircases) can occur during the installation process, particularly in tight spaces. We are not liable for such incidental marks.

5. Payment: A deposit is required to secure the booking. The remaining balance is due upon completion of the installation.

6. Client Responsibilities: The client must ensure the work area is clear of all furniture and obstructions. We are not liable for damage to items left in the workspace. Any additional services required will be charged accordingly.

7. Limitation of Liability: Our liability is limited to the cost of the installation and/or replacement of materials. We are not liable for any indirect or consequential loss.