

Terms and Conditions

Before you sign a contract to place an order with us, we recommend that you read the following conditions carefully.

All our customers are valued and our goal is to ensure you are satisfied, not only with the products supplied and our installation, but also with the way we treat you throughout the contract.

How we work together

After your initial enquiry we will arrange for one of our surveyors to visit you to assess the work and to discuss the options available to you. For your peace of mind all our surveyors carry clear identification and have many years experience. There is no obligation for you to make a decision or sign a contract during this visit.

Next, our surveyor will provide you with an estimate, we will be pleased to discuss this estimate with you in detail and make any changes necessary. Should you wish to proceed and place an order, we will ask you to sign a basic contract and pay a deposit (please see 'Prices and Payment' below).

We will now proceed to order the products discussed and arrange a convenient installation date. If, at this stage, you wish to make changes to the agreed works, we will do our utmost to accommodate you without charge, but you may be liable for additional material costs. We will make every effort to ensure that all goods are delivered and installed on time, but we cannot be responsible for lateness due to unforeseen circumstances.

It is your responsibility:

- A. Any appliance or component supplied, or retained by you will not be covered by our guarantee and we do not accept liability for any damage should they fail
- B. To ensure that the area where work is to be carried out is cleared in advance of all personal contents and equipment. This will avoid a delay in commencement of works
- C. To give our operatives reasonable access to complete the work, delay in providing access may result in additional costs
- D. To inspect and sign off the completed works with our operative or surveyor. Should you identify any defect we will take all reasonable steps to remedy this quickly and effectively.

It is our responsibility:

To advise local building control of the planned work where necessary

Please note there may be slight shade variations in some materials supplied eg. Altro flooring, tiling, and between natural and composite materials.

Prices and Payment

When the initial contract is signed we will ask you for a deposit of 45% of the total cost before ordering specified materials and commencement of the installation.

We will ask for a further 40% on commencement of works.

Once the works are completed we will ask for the balance of payment.

Payment for any variations over £200 will be requested immediately.

Cancellation

You have a statutory right to cancel any contract signed in your home, within 14 days. If you do cancel within 14 days we will return your initial deposit in full. Cancellation after 14 days may incur some costs. Any cancellation must be made in writing. This does not affect your statutory rights.

Guarantee

Any defects caused by faulty goods or defective workmanship are covered under guarantee for 12 months. Some products may have a longer manufacturers' warranty.

Problem resolution

Where we cannot resolve any complaint using our own complaints procedure, as a Which? Trusted trader we use Ombudsmen Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted traders in the first instance on 0117 981 2929.