

WhittleWoods Ltd

TERMS & CONDITIONS

Payments:

- ◆ All payments are to be made to Whittle-Woods Ltd. Please note that we do not accept credit or debit card payments.
- ◆ A 20% deposit is required to confirm the order and book a date on the schedule board.
- ◆ A further payment of 70% will be due when we arrive on site with materials and commence the work, and the balance within 10 days after completion.
- ◆ Value Added Tax will be added to all invoices at the current tax rates.
- ◆ All goods remain the property of Whittle-Woods until full payment is received.
- ◆ Whittle-woods reserves the right to firstly advise and then charge all additional extra time and materials required for circumstances found beyond our control or previous knowledge.
- ◆ Once a payment has been received, it will be deemed that you have read and accepted our Terms and Conditions.

Cancellations/delays:

- ◆ All orders are subject to written confirmation.
- ◆ Cancellation or refund of orders cannot be accepted in respect of the following:
 - ◆ Specially ordered materials
 - ◆ Orders that have already been dispatched to us.
 - ◆ materials already ordered and paid for.
- ◆ Postponement of orders shall require that all materials already ordered are paid for.
- ◆ Postponement of start dates, only notified to us within 2 weeks of agreed starting date shall attract a 10 % surcharge and within 5 days or less of agreed starting date a 20 % surcharge will apply without negotiation and any deposits paid will be kept by us to cover downtime expenses.

Your responsibility:

- ◆ To ensure that rooms to be fitted are totally clear of ALL furniture, fittings, curtains, blinds, pictures etc. and existing floor coverings and ready for fitting by ourselves. If you require assistance with the removal and or storage of your furniture Whittle-woods can arrange this for you at an additional cost, please ask for a quotation.
- ◆ Where installation is to be carried out in a room where there are electrical appliances (e.g. kitchen), all such appliances must be disconnected and removed prior to our arrival on site.
- ◆ Old floor coverings: e.g. carpets, underlay, tiles and old skirtings etc must be removed prior to our arrival on site, unless we have quoted to remove them ourselves or to undercut the skirting. Additional waste removal will incur an extra charge.

WhittleWoods:

- ◆ Whittle Woods offer a guarantee on their workmanship for 10 years, subject to the clauses below. Should you have any problems please contact us and we will be happy to assist. Our floors are also guaranteed by our suppliers for various periods up to 30 years depending on the floor you have chosen. Our guarantees will become void if final payments are not received within one month of completion.
- ◆ The company is not responsible for variations in colour or grain of the wood floors. Samples that have been posted or given to clients cannot be taken as a complete replica of their floors to be fitted. They are only an indication of the varying colour, grain and knots (factory filled) that can and do appear with such a natural material. Generally Prime grade is fairly clean wood without too many knots; Character/ Rustic grade has knots (factory filled in some cases) and therefore varying colour and grain which may not be present on smaller samples.
- ◆ Sub Bases: As most quotes are conducted with the old floor covering still in place, it is impossible to gauge the flatness or levelness of the sub base and accordingly it is assumed that it is flat enough to fit another floor upon it. Any matters arising about up and down movement of floors, squeaking boards (such as floated floors) and unevenness of joists or sub bases, will not be our responsibility and any further action required will attract further costs.

- ◆ Any adjacent walls that may be suffering from rising damp or other damp issues and over which we have no control will not be our responsibility either. Sub base floors and skirtings will be moisture tested *where possible* to advise clients accordingly of any action that might be needed. In most cases sub bases are not perfectly flat or level, and whilst 'boarding out' is an option, it sometimes leads to height issues. Therefore, floors not boarded will have their new floorboards fitted to the existing sub base, unless stated otherwise in our quotes. Where possible we attempt to minimize up and down movement and squeaking boards but cannot be held responsible for boards that suffer these actions.
- ◆ Floors that squeak after fitting are sometimes a frustrating issue and whilst as much care is taken when fitting, it is nigh impossible to guarantee that there will no squeaking. Sometimes joists are the culprit or a slightly uneven floor base, or even a slight milling intolerance, so we are unable to guarantee that there will be no squeaking, though we do our very best to stop it happening.
- ◆ Acclimatization of solid wood floors on site is not guaranteed as many sites are building sites and moisture containment can be a problem, and occasionally within some houses. Advice will be given individually.
- ◆ Solid and engineered wood floors are subject to moisture/humidity fluctuations throughout the year and abnormal climatic conditions can make boards and blocks expand or contract long after they have been fitted and in these instances we cannot be held responsible for such movement, nor contraction gaps due to under hydration; but where possible we will help alleviate pressure build up against walls and hearths where 'tenting' has taken place for a nominal fee.
- ◆ In general, solid wood floors will remain stable if humidity levels are maintained at between 50-60%; it is advisable to obtain a small hygrometer for humidity monitoring if you have a wooden floor to monitor these levels. Should humidity levels go beyond or under the recommended range then any movement of the wood is beyond our control and responsibility. Generally, humidity levels drop in winter when the heating is on and wood shrinks and during summer, humidity levels increase and it will expand, so keeping humidity levels around the 50% mark is healthy for wood.
- ◆ Engineered boards are far more stable than solid boards and do not usually need acclimatization.
- ◆ The company cannot be held responsible for any scratches or defects in the wood floor from pets, movement of furniture, and general wear and tear after the installation is completed.
- ◆ When skirting has been fitted by us, gaps along the top which might appear cannot be deemed as our responsibility to try and rectify with filler etc if the walls are not level in the perpendicular or horizontal. This should be left to a decorator to rectify. Where possible, we shall fill gaps to the best of our ability if they are slim and regular in length and shape.
Furthermore, movement of skirting after fitting can occur if there are damp issues within the walls, and therefore we cannot be held responsible for this.
- ◆ Most of our wood flooring is sourced within Europe and therefore we are controlled by the exchange rate of the £ to the Euro and must reserve the right to charge accordingly or refund accordingly depending on the rate at the time of ordering the wood.
- ◆ When finishing floors with hand applied hard wax oils, it must be understood that oils can take longer to dry than what is written on the containers; this is because of prevailing micro climatic conditions within the house that is being fitted; and therefore, we cannot be held responsible for the natural process taking longer and causing disruption.

These Terms and Conditions are subject to change without notice.

2023