



## Terms and Conditions

1. All prices are inclusive of VAT unless otherwise stated.
2. Prices exclude M.C.D unless otherwise stated.
3. Prices are fixed for 3 months.
4. Payment terms are 28 days net from date of invoice or 24 hours before commencing installation, whichever is soonest, unless otherwise stated. When working with a new client, it will be at the discretion of City Carpets & Flooring Ltd as to whether a deposit is required before commencement of work on site. Subsequent contracts may also be subject to the payment of a deposit.
5. All goods remain the property of City Carpets & Flooring Ltd until paid for in full.
6. If you fail to pay us on agreed date we may;
  1. Delay to commencement of installation until such time as the balance is paid.
  2. Charge you interest at the rate set under S.6 of the Late Payment of Commercial Debts (interest) Act 1999.
    1. Calculated (on a daily basis) from the date of our invoice until payment.
    2. Compounded on the first day of each month.
    3. Before and after judgement (unless a court orders otherwise).
  3. Claim fixed sum compensation from you under S.5A of that Act to cover our credit control overhead cost.
  4. Recover (under clause 5.8) the cost of taking legal action to make you pay.
7. We recommend that sub floor consisting of sand/ cement screed should always be prepared with a minimum 3mm latex.
8. Please note: latex screed provides a smoothing compound that follows the contours of the sub floor; it is not a levelling compound.
9. Costs given are for continuous working during normal hours (Monday - Saturday, 9am-5pm).
10. Costs subject to verification of site re-measure where applicable.
11. Trimming of doors are excluded unless otherwise arranged.
12. During the winter months, it is essential that the heating system is operational before any installation. Failure to ensure this may cause irreparable damage to the floor covering of which City Carpets & Flooring Ltd cannot accept any responsibility.
13. Our quotation includes for work as detailed only. Any changes or additions to the description hereto will be charged accordingly.
14. Our quotation is based on cleared areas only unless stated. Although we will be pleased to help with or around heavy objects, this must be a prior arrangement; otherwise, a further labour charge may be made. City Carpets & Flooring Ltd accepts no responsibility for damage to property not moved or whilst being moved.
15. The Client is responsible for re-routing of all cables, wires etc. that may run across the sub floor before installation of new floor covering. If this prevents an installation proceeding on a booked installation date, this could incur a cancellation charge or waiting time charge. City Carpets & Flooring Ltd accepts no responsibility for damage to wires or cables during installation.
16. All cables & pipework underneath subfloors should be a minimum of 2cm underneath the surface to ensure they are not damaged by nails or other fixings during the installation

process. City Carpets & Flooring Ltd accepts no responsibility for damage to pipes not complying to British Standards.

17. Alarm cables are very sensitive, we do not recommend installing carpets over these services, we understand this needs to be undertaken on occasions, so our fitters are extremely careful in these circumstances however City Carpets & Flooring Ltd accepts no responsibility for damage.
18. Please note; if we are working through a main contractor for a third party, this term overrides all other considerations and maintains the goods as the property of City Contracts Ltd are to incorporate this condition within its terms and conditions with their Client.
19. City Carpets & Flooring Ltd reserves the right to levy a surcharge of £225.00 per man per day if the Client changes an installation date within seven days of the agreed date.
20. Order is subject to written confirmation and/or order number.
21. Receipt of order or signature on the contract will be an agreement of Terms and Conditions of City Carpets & Flooring Ltd

1. Contract is also our word for Estimate/Quotation.

22. On site work the main contractor will be responsible for providing lights, electricity and clear access.
23. On site the main contractor if required will make provisions for safe and secured storage of the flooring products and at all times will be responsible for the health and safety of our operatives on their site.
24. We act as agents for approved independent self-employed fitters and can arrange delivery and/or fitting of your purchase under a separate agreement between you and them. We retain full responsibility for the products and services we supply, and the deliverer/ fitter is responsible for the standard and quality of, and any liability arising from delivery and/or installation. The contract is between you and them with payment for this service is made directly to the fitter on the day your order is fitted.
25. On completion of floor installation, the Client or site representative will sign off the work.
  1. Once sign off has occurred you are agreeing to the satisfaction of work completed.
  2. If there are any disputes with the work carried out the work must not be signed off.
  3. Sign off is at client's discretion. Any damages or marks found in the floor that have been caused by the Fitter will only be rectified if pointed out to the fitter before the client has signed off work, any damages noticed after this time i.e. the following day, will be assumed to be the fault of the client and will not be rectified.
  4. Installation works are guaranteed for 12 months following completion, any remedial works required after this time will be charged at a call out fee of £40 including an hour's labour and £25 per hour thereafter.
26. The company reserves the rights to change these Terms and Conditions from time to time.

