TERMS & CONDITIONS (November 2024)

UPON DELIVERY:
Please check that the goods you receive are the ones you ordered, the correct colour and size, and that they are examined for apparent faults or damage at the time of delivery and before installation. If on inspection, you have any doubts please contact us immediately. In all cases genuine complaints will be dealt with in good faith, but your rights may be adversely affected if you do not contact us as soon as possible.

FITTING:
We act as agents for independent self-employed floorcoverings installers and can arrange for one of these to deliver and/or fit your purchase under a separate agreement between you and them. We retain full responsibility for the products and services we supply and the deliverer/installer is responsible for the standard and quality of, and any liability arising from, delivery and/or installation.

If you require additional fitting services these can be agreed with the fitter in advance and quoted for separately.
Fitting appointments are made in good faith but the exact arrival and duration times cannot be guaranteed due to the nature and unpredictability of the work involved. We cannot accept liability for delayed arrival, but you can be assured the fitters will complete your work even if it exceeds the expected time allocation.

Fitters undertake to carry out their work with reasonable skill and care, but even with the greatest care home décor may be marked or scuffed during the fitting process. New paintwork and wallpaper is especially vulnerable and should be allowed to fully dry. We recommend a minimum of 72 hours drying time before fitting

Neither we nor any fitter undertake to carry out any re-decoration, except where damage has been caused by that persons negligence.

Doors may need to be trimmed to allow clearance. This is not part of the fitting work. 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.

All fitting teams offer a 12 month guarantee, this covers things such as re-stretches but not where manufacturing faults are present.

If you have opted for the uplift/disposal service, the fitter, will remove your old flooring and all offcuts and packaging from your new flooring. Even if you have paid for this service, the fitter will only carry out this work if the floorcovering is not soiled and there is no health and safety risk to the fitter in respect of the product being uplifted. Your fitter will return the flooring removed to store for disposal. If you have decided not to opt for this service, it is your responsibility to uplift your existing flooring prior to your fitters arrival.

Any offcuts/waste left over from your new flooring will be bagged and left on site for your use or disposal.

CARPETS:
The samples provided to you are intended to give a general impression of the colour/pattern. When fitted to a larger area some patterns and apparently random blends of yarn can have an inherent striped effect, or additional patterns/colours which may not be obvious from the sample. Colours vary from batch to batch and exact matching between pieces (especially 4m / 5m widths) cannot be guaranteed.

All carpets are cut at 10cm intervals, with a minimum order length of 150cm. All sizes are approximate and within a tolerance of plus or minus 1.25% in accordance with BS3655.

During transport and storage pile may become slightly crushed and this will show as shaded bands across the pile. These will disappear as the carpet settles in to its new environment and as the pile is flexed through regular use and vacuum cleaning.

Carpets are soft, luxurious products and flattening of the pile will occur as a natural result of use. Flattening will change the apparent colour of the carpet (“shading”), may be permanent (“pile reversal”), and this may appear to be random, but this is not a fault. Areas where foot traffic twists and turns are especially prone to such changes in appearance. The sides of the pile appear a slightly different shade in colour to the ends and so any change in angle of direction of the pile may change the apparent colour of the carpet and this may be patchy. Such changes do not alter the durability of the carpet.

Pilling/bobbling can be a natural characteristic of a wool carpet, this is not classed as a manufacturing fault.

All carpets benefit from the use of a good quality underlay. Re-using existing underlay may result in abnormal flattening of the pile.

Gripper pins can be felt through a carpet close to skirting boards and stair risers etc. This is normal, but as part of the fitting process and if requested the fitter can flatten the pins. This will affect whether the gripper can be reused in the future.

We recommend the use of vacuum cleaners with rotating brushes on cut pile carpets but suction only for loop pile carpets.

We recommend that all carpets are professionally cleaned periodically. The frequency will depends on the level of soiling but should be done before soiling becomes ingrained in to the pile fibres.

VINYL:
Vinyl floorcoverings should ideally not be laid on top of existing vinyl flooring or tiles. Areas over 15m2 should be fully stuck down using a suitable adhesive. All vinyls are cut at 10cm intervals with a minimum special order length or 150cm. All sizes are approximate and within a tolerance of plus or minus 1.25% in accordance with BS3655.

LAMINATE FLOORING:
Laminate flooring will likely be affected by moisture. Follow the suppliers fitting and maintenance instructions carefully to prevent swelling of the joints or other moisture related problems.

SUB FLOOR:
We can visit to check suitability of your sub floor during our home visits. The survey is limited to checking what is physically visible without lifting existing floor coverings. If you would like the entire subfloor checked, it is your responsibility to lift the existing floorcoverings prior to inspection. Following inspection, we will advise of any works that may be necessary prior to the installation of your product as revealed by the survey of the subfloor. You can then decide whether you wish for a fitter recommended by us to carry out any subfloor preparation under a separate agreement between you and the fitter, or whether you wish to arrange to carry out any appropriate works yourself.

HOME ESTIMATES:
We offer a free, no obligation, home estimate service. All measurements taken are property of That Carpet Place and will not be given out following estimates.

If you require a home estimate in order to provide a typed insurance quote then we can do this but we do charge a £30 admin/fuel charge. This is refundable against any order placed after this point.

CANCELLATIONS & RETURNS:
The following is only applicable where a contract has been made either by telephone or in your home. It does NOT apply where a contract is made in store.

In addition to your normal statutory rights, subject to certain exceptions, see below, as a consumer you also have the right to cancel the contract at any time up to fourteen days after the date your order is delivered to you.

<u>Telephone orders and orders placed in the home.</u>

If your order was placed over the telephone or with an estimator in your home, it has not been delivered and you wish to cancel your order, please contact us to check the status of your order. Cancellation will not be possible if the carpet has already been cut to your specific size by supplier or in store.

<u>In store purchases.</u>

Your order is a legally binding contract even if you have only paid a deposit. Cancellation of an order is not normally accepted unless we are in breach of contract, in which case you have the right to cancel. The processing of your order begins as soonas you have placed an order and paid any amount, we incur increasing costs as your order progresses, therefore we may make a charge to cover some or all of these costs and other losses we incur if you breach the contract.

<u>Floorcoverings.</u>

The right to cancel does not apply to products that are made to your specifications, for example incorrect room measurements. This includes floorcoverings which have been cut from a stock roll.

All special order laminate/LVT flooring which is refunded will have a 25% re-stocking charge discounted from the refund in order to return to manufacturers.

Special order LVT, carpet, laminate and vinyl flooring based on customers own sizes are non refundable.

COMPANY INFORMATION:

MGC CARPETS LTD T/A That Carpet Place
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