

B&R CARPET COMPANY

Conditions of sale

1. Accepted estimates must be fully paid prior to delivery, collection or installation.
2. We guarantee all our installations for 2 years.
3. Please check the estimate carefully and ensure you inform us of any errors prior to acceptance. Amendments made after acceptance may be liable to additional charges.
4. An installation date(s) will be provided to you after payment of the estimate has been made, this can take up to 3 working days.
5. The installation date(s) is subject to the manufacturers delivery date and as such we do not guarantee the date(s) provided.
6. You will be notified the day before your scheduled installation of an AM or PM slot for our installation team to arrive, this is an estimate and can be subject to change on the day.
7. We require a minimum of 2 working days notice to cancel or postpone an installation date, failure to do so will result in cancellation charges of between £240.00-£480.00.
8. If you have specific date or time requirements for installation please make us aware prior to accepting your estimate.
9. You must ensure no other trades are present in the area(s) where we are working or in an area that could cause disruption to the installation process. When stair carpet is being fitted, the stairs will need to remain off limits for the duration of our visit to all parties on site.
10. We do not recommend covering new carpets after the installation.
11. Please ensure the floor area is clear and all small, personal and breakable items are moved prior to the installation. Items not considered furniture (where furniture moving has been allowed for in our estimate) will not be moved and may cause delays to the works completion and as such additional charges may apply.
12. We will not move appliances, electrical equipment or computers and these should be removed prior to installation.
13. Where possible please provide a parking permit or off street parking for the duration of the installation process. If this cannot be arranged please let us know in advance.
14. We cannot put wires and cables beneath carpet and these should be professionally re-routed.
15. This estimate assumes that the sub floor will be suitable to lay onto. If for any reason this is not the case charges will apply for sub floor preparation and/or any additional visits required.
16. Any loose, broken or squeaky floorboards must be fixed prior to the installation, we will not carry out this work.
17. Whilst every care is taken when fitting new carpet the process can leave marks and cause cracking to paintwork on skirtings and newly painted stairs. It is also likely that the delivery of the carpet can cause scuffs and marks to walls and woodwork, this is unavoidable and we accept no liability for the making good.
18. When installing stair runners to an open tread the underlay will be visible when viewed from the side. We would also advise having the decorative beading on the top stair riser(s) removed prior to the installation to achieve the best finish.
19. Carpet fitted to an open tread will be turned at the sides and the backing of the carpet may be visible.
20. We do not accept responsibility for any issues arising from using existing underlay and gripperrods.
21. Gripper pins can be felt through the carpet close to the skirting boards and stair risers, this is normal.
22. Our estimates do not include door trimming. Doors may be removed during installation and will not be re-hung.
23. We may not be able to install doorbars to ceramic tiles or wooden flooring and we would advise that these products should have the appropriate threshold installed by their respective trades people in advance.
24. We do not accept responsibility for issues arising from work carried out on a site undergoing building/decorating work or where the client is not present.

Our full terms and conditions are available upon request.



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www.bandrcarpet.co.uk

