

DEPOSIT DETAILS

Payment Terms	Deposit required is due at the time of booking and the flooring will then be ordered in advance of the installation date. We will only place the order once this money is received. This deposit is non-refundable. The final amount outstanding is due on the day the work is carried out.
Deposit Amount Required	80% - remaining balance to be agreed with trio flooring prior to work commencing.
Payment Options	BACS / Cheque or Cash We also accept payment by debit and credit card. please call 01491 876170 to arrange payment We do not accept Amex or Diners card payments
Final Balance due on date of completion	7 days from invoice date
Bank Details:	Lloyds Bank PLC
Sort Code:	309428
Account Number:	57528868
Cheques	Please make them payable to Trio Flooring Limited
Cheques	Payable to 'Trio Flooring Limited'

Terms and Conditions

Cancellation policy

Once we have received your deposit this is deemed acceptance of the quote, you have confirmed and committed to the work being completed and the full quote amount is expected to be paid. In the event of fitting being cancelled by the customer, the full invoice will be payable.

Payment

Unless previously agreed with Trio Flooring LTD we expect final payment to be settled within 7 days of installation being completed.

Registered Office: Trio Flooring LTD, 57 Beechfield Way, Hazlemere, High Wycombe, Bucks, HP15 7UG

Company Registration number: 09290946
VAT NUMBER 214717326

TRIO FLOORING LTD

01491 876170

www.trioflooring.co.uk

Unit 13a, Westfield farm,
Medmenham,
Marlow,
Bucks, SL7 2HE

A deposit is required **at the time of booking**. The amount required is normally 80% of the whole booking unless specified differently. No flooring will be ordered until a deposit has been received and if the flooring is not ordered 14 days prior to installation we cannot guarantee the products will be here in time for your installation date.

Change of Dates

We understand that from time to time you may need to change the date that has been booked and we ask that if you do, you give us a minimum of 7 days' notice and we will do our utmost to change this for you without any further charge. If you change your date with less than 7 days' notice you will be liable for those days fitting charge. We are only able to rearrange the date once.

Current Flooring

The area where the flooring is laid must be completely clear of all furnishings and equipment unless previously discussed and agreed with Trio Flooring LTD as this may incur an additional charge.

All quotes assume (unless specified at the time of the quote) that the floors are smooth and in good repair, if any remedial work that is not included in the quote is required prior to fitting, an additional charge will apply. This will be discussed with you prior to any extra work being carried out.

Leaks

If you have had any leaks within the 3 months it is essential that you bring this to our attention so that the area can be damp tested.

If you do not make us aware of this prior to the floor being laid we cannot be held accountable for any problems with the flooring as a result of this damp.

Sub Floor

All newly laid sub floors must be damp tested by Trio Flooring LTD before any work can be carried out.

A data sheet is also required to confirm the correct screed and primer have been used.

We cannot guarantee the flooring if either of these has not been carried out.

We will also not lay flooring where we have not provided the screeding materials. This is to ensure the quality of the sub floor preparation.

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Responsibility

We do not accept responsibility for any damage to underfloor pipes or cables unless this is clearly brought to our attention before fitting commences. At the time of fitting should it be necessary for any electrical wiring to be completed it is up to the customer to arrange the safe re-installation of the equipment involved we cannot carry out any electrical / gas / plumbing work.

Carpets

The characteristic of all cut pile carpets is that, to some degree, reversal pile may occur. This is not associated to faulty manufacturing this is the characteristic of cut pile carpets. Neither Trio Flooring LTD or our supplier can accept any claim for this occurrence.

Quotes off plan

All quotes made off a plan are based on the plan measurements, before any work is carried out Trio Flooring will visit the site to confirm the measurements are correct. Any discrepancies may result in the quote being amended.

Materials not supplied by Trio Flooring LTD

We cannot guarantee or be responsible for any materials not provided by Trio Flooring LTD.

Guarantee

All our work is guaranteed for 12 months, all our products are sourced from nominated suppliers to ensure consistency and the quality of products, thus ensuring any guarantees / warranties are valid.

Where necessary approved brand cleaner must be used for the guarantee to be valid.

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Additional Works

We will not undertake additional works without prior notice and quotation approval. We do not undertake carpentry works such as adjusting doors or skirting.

Photography and Publicity.

Trio Flooring Ltd. reserves the right to take photographs of the work and its context, and to use those photographs in any publicity. We will not identify the client or the address without the express consent of the client. If this is not agreeable to the client the company must be informed in writing

Observation of Works.

Trio Flooring Ltd. reserves the right to withdraw staff and place the work in dispute if their staff complain of excessive observation or interference. The company recognises the client's reasonable and justified interest in the work and welcomes engaged and enthusiastic interaction between the customer and site team. Questions and constructive criticism are welcome in moderation. However, persistent or continuous critical observation and questioning of the staff will not be tolerated.

Other Trades

When we prepare or fit your flooring, we must be the only trades working in your property. Apart from getting in each other's way there are environmental factors from other trades that may affect your flooring installation. Trio flooring LTD reserves the right to cancel installation if other trades are present. This will then occur additional labour charges to yourself.

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Luxury Vinyl tiles

All vinyl tiles are scratch resistant not scratch proof, to maintain the quality of your tiles you must care and protect your flooring as the manufacturers advise.

COVID 19

If you or any member of your household displays symptoms of Covid-19 in the days leading up to the installation date please can you contact the office, as it may be necessary to delay the installation. If social distancing cannot be adhered to in your home please let us know in advance of the installation to ensure we have the PPE required to protect yourselves and our team.

Underfloor heating

Please ensure underfloor heating has been switched off a minimum of 48 hours before screeding or installation. Failure to do so will have a detrimental effect on your flooring.

72 hours after installation please increase the floor temperature slowly, 5 degrees over a 24 hour period to a maximum surface temperature of 27 degrees centigrade.

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