

Terms and Conditions

MATCHING: Whilst every effort will be made to match two or more different areas of carpet in colour and design, no guarantee can be given.

WIDTH: All widths quoted are approximate as per British Standard 3655.

PILE PRESSURE: All pile carpets are liable to shading, although not detrimental to wear, this is common to all pile fabrics, and therefore no responsibility can be accepted for this.

SUB FLOORS: No responsibility can be accepted for Sub floors unless installed by ourselves.

CANCELLATION: It is important to note that all goods listed on this contract are fixed and firm, therefore no variations or cancellations can be made after acceptance of this contract by the Customer and Lanes Carpets and Flooring Services.

PRICES: All estimates are valid for seven days from date of issue, should an estimate be accepted after this time the price is subject to confirmation.

STAIN GUARD: Stain Guard is a protection, not a stain proffer and is in no way a guarantee that a stain or stains will not occur. For Stain Guard to be applied properly the area to be protected must be completely clear of furniture.

EXISTING FLOOR COVERINGS, FURNITURE AND APPLIANCES: Please note that unless specified on the Invoice: That prior to installation all areas to be fitted with carpet or vinyl “**MUST**” be clear of existing floor coverings, furniture and/or appliances.

EASING DOORS: All doors requiring easing are strictly the Customer’s responsibility unless specified on the Invoice.

DELIVERY DATES: Every effort will be made to keep to delivery promises, but we cannot be held responsible for non-delivery or circumstances beyond our control.

PAYMENT: No Goods or Services will be ordered prior to receipt of a 50% deposit of total balance. Final payment of the outstanding balance is to be made 48hrs prior to collection, delivery or installation. This condition may be waived by the management in the event of predetermined extenuating circumstances, which include contractual Terms & Conditions.

Lanes Carpets and Flooring Services acts as agents for self-employed floor covering installers and can arrange for one of these to deliver &/or fit your purchase under a separate agreement between you and the installer. Lanes Carpets and Flooring Services retain full responsibility for its products & services; however the installer is responsible for the standard & quality of the work and any liability arising from the installation. The installation charge is payable directly to the installer on completion of the work to ensure satisfactory installation. Should you wish to accept this arrangement, the payment direct to the Installer is identified on the front of the invoice. Your signature below is acceptance of above arrangements. Signing of a hand written invoice also acts as evidence of acceptance of the above arrangements.

RETENTION OF TITLE: All goods are at the risk of the purchaser as soon as they are delivered or collected, but the property and ownership of the goods will not pass until payment in full has been received by the company.

ERRORS & OMISSIONS EXCEPTED

The acronym E&OE will be found at the end of all Lanes Carpets and Flooring Services estimates & invoices indicating a legal disclaimer for any liability due any clerical errors that cause the total cost or content of either document to be incorrect.

CUSTOMER CONCERNS

All Customer concerns should be directed via Lanes Carpets and Flooring Services and one of its official representatives not via a third party, such as an installer. This will ensure that all such issues are dealt with in a manner which is commensurate to our Customer Commitment Policy.