

CUSTOMER INFORMATION

FITTING APPOINTMENTS

WHEN BOOKING FITTING APPOINTMENTS WE CAN GUARANTEE A DAY BUT NOT A TIME.

It is not possible to guarantee an exact time of arrival or the duration of the fitting work as jobs are scheduled for the most economical use of the fitter's time and fittings can occasionally over-run, causing delays.

UPLIFT OF OLD FLOORING / MOVING FURNITURE

ANY AREAS TO BE COVERED MUST BE CLEAR OF FURNITURE, APPLIANCES AND OLD FLOOR COVERINGS PRIOR TO THE FITTERS ARRIVAL.

If you require the fitters to undertake area clearance, this can usually be arranged (at extra cost) provided adequate notice is given. If we Carpet Factory Frome are asked to dispose of old floor coverings, there will be a standard charge of £40.00 per room.

DOOR TRIMMING

If the new flooring to be fitted is thicker than the one it replaces, it may be necessary for doors to be trimmed. This is a specialist carpentry job which fitters are unable to undertake. However, the fitter may remove the doors to allow fitting and leave the doors ready for you or your appointed carpenter to trim.

PIPES, CABLES AND OTHER HAZARDS

Please advise us of any pipes or cables which are close to the surface of the floor or to any skirting boards. Gripper nails are of standard length which cannot damage pipes or cables fitted according to current regulations.

Neither Carpet Factory Frome nor the fitters will be held responsible for damage caused unless such hazards are brought to our attention.

REMEDIAL WORK

PLEASE ADVISE THE SHOP AT THE TIME OF ORDER IF YOUR SUBFLOORS ARE NOT STANDARD WOODEN OR CONCRETE FLOORS.

Certain types of subfloor (e.g. quarry tiles, vinyl tiles, asphalt floors) can cause problems during and after fitting. If any remedial work is required to subfloors or to existing fittings (e.g. gripper and bars). The fitter may make an additional charge for this work. Remedial work may also result in the fitting being delayed.