

Terms & Conditions

Goddens Carpets & Furnishing's Ltd.



Company Number - 7953416
Registered for V.A.T - 130 4043 72
Company Solicitor - Mr Andrew Hornsby of Hegarty LLP Solicitors,
48 Broadway, Peterborough, Cambs. PE1 1YW

1. We provide **written terms of business** on ALL orders placed with Goddens Carpets & Furnishing's.
2. We provide **written quotations** on request which will show you what you have to pay with no hidden extras.
3. **Our terms of business are 50% deposit of total order value at time of order.** The remaining balance is due any time prior to the first day of installation. Please refer to our TSI (Trading Standards Approved Code) for Deposit Safeguards with the Carpet Foundation for deposits placed on carpet orders only.
4. We do not give **timed appointments** for surveys and fitting schedules due to the nature of our business.
5. Orders will only be placed on receipt of a 50% or more deposit. After an order has been placed with a supplier we are unable to cancel with them without incurring charges. Should the customer wish to cancel, we reserve the right to retain either part or all of the deposit to cover costs incurred by supplier.
6. We reserve the right not to install any carpet or floorcovering we feel is inadequate, this includes at the time of installation.
7. Only specific carpet manufacturers will offer a '**colour match**' across the widths, most will NOT.
8. We are unable to accept any responsibility for delays caused by the supplier or the delivery company.
9. Please ensure rooms are cleared of furniture and existing carpets & flooring removed prior to installation. ****Unless otherwise agreed and paid for at time of order. **** We reserve the right to charge for the following services: a) furniture removal, b) uplift and/or removal if not paid for in advance.
10. Please ensure any appliances are disconnected and moved prior to installation. ****Unless otherwise agreed and paid for at time of order. **** We accept no responsibility for any damage caused to your new floorcovering or appliance during the moving and re-placement process.
11. Please remove any **valuable items** such as pictures, clocks, ornaments, light fittings and any other item which could obstruct the installation of your new floorcovering. We are unable to accept responsibility for the above if they have not been moved prior to installation.
12. We reserve the right to re-arrange the agreed fitting date if a reasonable amount of furniture removal has not been adhered to, or, the existing carpet, or floorcovering has NOT been removed if not already agreed at time of order.
13. Please inform the fitter on arrival of any **mains services** you are aware of such as water, gas, underfloor heating or anything else which should be drawn to his attention. We cannot be held responsible if contact is made if the information has not been provided.
14. Please advise the estimator at time of survey if you require low voltage cables such as **telephone, surround sound or speaker cables** placed beneath your carpet or floorcovering. If you ask the fitter at time of arrival he may not have the allocated time given to complete this task. A re-booking may be applicable.
15. Under NO circumstances can **electric cables** be placed beneath carpets and floor coverings due to Health & Safety regulations. This rule still applies even if the electric cable was beneath the previous installation.
16. We DO NOT guarantee **invisible seam/s** in any carpet or floorcovering as advised at time of order.
17. **Door Trimming** is an additional chargeable service which cannot be determined at time of survey. We reserve the right to decline any door/s where we advise a carpenter would be more suitable.
18. In some cases, a **re-stretch** of your newly fitted carpet may be necessary. We offer a free 12-month installation guarantee, after this time this service is chargeable.
19. We offer Free Extended Guarantees under the TSI Approved Code (Trading Standards Approved Code) for carpet produced by Carpet Foundation Member Manufacturers of up to 2 years against **manufacturing faults and pile reversal**.
20. We will not consider any complaint or query on any carpet or floorcovering installed if our advice has not been adhered to. i.e. replacement of new underlay or any note relating to sub-floor preparation.
21. In some cases, we are unable to prevent **newly painted/decorated walls** from being scuffed or marked during the transportation from carpet and underlay to room stage. This is sometimes un-avoidable due to the weight and size of the carpet & underlay rolls now in production. We cannot be held liable for any damage caused during this process.
22. In some cases, we are unable to prevent **newly painted skirting boards** from being marked during the installation of your new carpet or floorcovering. This can be increased if sufficient drying time has not been given to 'gloss' paint.
23. After the installation is complete we ask that you inspect the workmanship in the presence of the fitter so that if you have any questions or queries he will be able to resolve these at the time of completion.
24. We cannot be held liable for **premature flattening** of carpet fibres due to the re-use of the existing underlay, or, if the incorrect carpet has been purchased against our advice. **General Flattening** will occur as a result of traffic which eventually flattens the pile particularly in the main areas of use. All pile fabrics will flatten to greater or lesser degree dependant on the amount of traffic to which it is subjected and the construction of the product concerned.
25. We cannot be held liable for '**tracking or shading**'.
26. We cannot be held liable for one or more '**indentations**' caused by heavy furniture with small surface area feet or supports. We advise 'castor' cups or similar to evenly distribute the weight of the furniture.
27. We only recommend the approved **cleaning fluids** supplied by our manufacturers. Please continue to use the cleaning fluids recommended at the time of installation. We cannot be held responsible for any complaint or accident caused if the correct cleaner has NOT been used.

'We' refers to the company 'Goddens Carpets & Furnishing's Ltd.