

RDF Carpets and Flooring LTD always want to offer you the best possible service. The following terms and conditions explain how we work. You should read them carefully, contacting us if there is anything that you are unsure of. You can contact us in the following ways:

- Website: www.rdfcarpets.co.uk
- Email: info@rdfcarpets.co.uk
- Telephone: 01753 858337
- In store / In writing: 187 Dedworth road, Windsor, Berkshire, SL4 4JN

When using our website, and/or contact form online, you can also view our privacy policy here <https://www.rdfcarpets.co.uk/privacy/> RDF carpets and Flooring LTD takes data protection very seriously. All data is stored and treated with complete confidentiality and in accordance with the relevant legal obligations.

-----Terms and Conditions of the Working Relationship-----

Once you, the customer, accepts a quote and pays a deposit you are entering into an agreement with RDF Carpets and Flooring LTD (also referred to in these terms as RDF) and accepting the following terms and conditions. These terms can be viewed at any time at the bottom of our webpage.

-----Home Estimates-----

RDF Carpets and Flooring LTD offer a free home estimate service. Upon booking a home visit, you, the customer, will be agreeing to the following home estimate terms. Our home visits have a maximum time of 30 minutes. If a customer is not home, or late to an appointment, we withhold the right to cancel. Sometimes the exact arrival time of our estimator cannot be given, we will always give you a morning, afternoon or 3-hour timeslot.

Our estimators are there to provide you with a room measurement and flooring sample service. Our estimators are not obliged to take part in any other responsibilities while they are there. We are not obliged to leave samples, unless otherwise agreed by the estimator. If an estimator is made to feel uncomfortable in any way, they reserve the right to leave the property.

Quotes are usually given within 48 hours, although during extremely busy periods this may take slightly longer. Quotes are valid for 30 days of initial date. All quotes are subject to the correct pricing given by our suppliers and manufacturers at the time of the estimate. Prices may vary and stock may change at any time. Any change will be communicated with you, the customer, immediately. We do the absolute best to keep up to date with current price and stock lines. No quote is final until the job is agreed, and a deposit paid.

Repeat home estimate visits for the same room/area may incur a small fee. Measurements taken by our estimators remain the property of RDF Carpets and Flooring LTD.

-----Cancellations-----

We understand that things can change sometimes. You, the customer, are well within your rights to cancel at any time. Please note that any cancellations made after a deposit has been paid and the flooring has been purchased may incur administration fees / fees by the manufacturer. The right to cancel does NOT apply to products that are made to your specifications. This includes flooring which has been cut from a roll to your specific order size. If the product has been prepared for you, we may deduct a portion of the purchase price from the refund we issue to you to cover the losses we will incur in selling your purchase as a reduced-price remnant. We will advise you of any such charge and you may then decide whether you wish to cancel the order. RDF Carpets and Flooring LTD will always do their best to resolve any cancellation issues.

-----Liability-----

(Issues, Furniture, Uplift, Doors)

RDF Carpets and Flooring LTD take pride in their work and getting things right first time. We understand that occasionally, things don't always go according to plan. If you feel that your flooring or fitting is not of satisfactory quality, we will inspect the problem and we will endeavour to resolve any issues. This does not affect your statutory rights. Our products are only suitable for domestic use and light commercial use. You must make your own decision as to whether the products you select are fit for their purpose, even if the purpose is made known to us.

We offer a paid service of uplift and dispose. If you have decided not to choose this service, it is your responsibility to uplift your existing flooring prior to our arrival. Any off-cuts and waste will be bagged up and left for you to dispose of. If you would like to keep any offcuts, please advise us upon arrival at your home.

If upon our arrival any old flooring has been left in the room ready for installation, we will assume that you have opted for the uplift and dispose and continue to work as planned, adding the uplift and dispose charge to your invoice.

We offer a service for removal of furniture. This includes up to 2 items of emptied furniture in your home. This excludes white goods, electrical goods, large pianos, items of excessive weight and height and any antique items. RDF will not move any items that may risk the health and safety of their team. Please note that while every care is made when moving your furniture for you, RDF Carpets and Flooring LTD are not liable for any accidental damages that may occur with this service. RDF will not be responsible for or expected to move smaller general household items. RDF withhold the right to leave the property and re-schedule works if the area is not clear, as this results in timely delays, which is unfair on the team and other customers.

Doors may sometimes need to be trimmed to allow clearance for your new floor. RDF can offer a door trimming service of basic doors, where agreed, however will accept no responsibility for any damage caused. In cases where there are fire doors or specialist doors, we will advise that you seek specialist door trimming services.

Doors may sometimes need removing prior to the installation of your product. Door removal is the customers responsibility. If you, the customer, wishes for the team to remove a door, we, RDF, hold no responsibility for any damage to the door(s). RDF holds no responsibility for door issues that do not relate to the flooring installation.

-----Products-----

RDF Carpets and Flooring LTD are responsible for ensuring that the products we supply are of satisfactory quality and are fit for the purpose for which they are sold. Many products have additional guarantees and warranties provided by the manufacturer. RDF accept no responsibility for these additional warranties or guarantees. For further details on the care advice, warranty and guarantee for your product, please refer to the manufacturer's website.

-----Fitting-----

RDF Carpets and Flooring are responsible for your fitting. If you wish to purchase your flooring from us and arrange your own fitting, RDF will not be responsible for the product once it leaves our shop. Fitting with RDF is inclusive in your quote. If you have arranged fitting with us, without us visiting the site previously, and there is a need for floor preparation, this will be made known to you and extra fees for this will incur. RDF will not be responsible for any errors made when using your own measurements. RDF expect the area to be fitted, clear and free from most furniture (where possible) unless you have paid for the service to have this moved/removed for you. RDF take pride in their installation and will take every care to install your new flooring to your satisfaction.

RDF do not install old/second-hand flooring or flooring we have not supplied.

-----Payment-----

Your products will not be ordered until we have received the deposit due on your estimate. Deposit payments must be made within 48 hours of holding your fitting date to secure it. Payments made after this time can result in a delay on your installation.

Final balance payments are due upon completion of your installation. Payment will be expected to be made within 7 days of completion of works. Delay on payment may result in debt recovery action.

-----Company Information-----

RDF Carpets and Flooring Ltd, Registered in England and Wales, No.10047073,

Registered Office, 17 Manor Road, East Molesey, Surrey KT8 9JU

VAT registration, 251 7743 01