

Terms and Conditions

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 all of 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 4-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 as soon as we are aware of it. 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-----

Whole order cancellation:

We understand that things can change sometimes. You, the customer, have a right 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 proportion 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.

Installation re-schedule:

If you need to change your installation date, we will always do our best to re-schedule your installation as soon as possible. We require a minimum of 24 hours notice for cancellations/rescheduling, to be made by telephone or email. If you cancel/re-schedule on the day of your installation, you will incur a minimum charge of **£60** which will be added to your invoice. We appreciate that there can be unforeseen circumstances such as emergencies, and will always discuss this with you, but reasons such as delays from builders/decorators, work commitments, mistaken dates, etc will not be accepted as a valid reason for on the day cancellations and will incur the late charge.

-----Liability-----

RDF Carpets and Flooring LTD take pride in their work and getting things right first time. We understand that occasionally, things do not 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 normal 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.

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.

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.

-----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 products purchased elsewhere. RDF do not install old/second-hand flooring.

-----Customers Own Measurements-----

From time-to-time a customer will order from us using their own measurements. We are happy to accept this, but it must be noted that we do not hold any responsibility over these measurements being incorrect and your product not fitting to your requirements. Ordering with you own measurements is entirely at your own risk.

-----Fitting Guarantee-----

RDF carpets and flooring LTD offer a 12-month guarantee on the installation of their products.

- The guarantee is valid for 12 months from the date of the final day of installation.
- All flooring, underlay, and any accessories should be from RDF and fitted by our team.
- The flooring will be in its original location and not been moved or tampered with in any way.
- The flooring will have been used only according to ours/the manufacturers recommendations.
- This guarantee relates to installation issues only.

Our manufacturers have their own guarantees against their products, in terms of wear and durability. Many have links on their website, where you can register your warranty with them.

-----Further Terms-----

Application

1. These Terms and Conditions will apply to the purchase of the goods and services by you (the Customer or you) We are RDF Carpets and Flooring

Ltd, a company registered in England and Wales under number 10047073

2. These are the Terms on which we sell all Goods or Services to you. By ordering any of the Goods or Services, you agree to be bound by these

Terms and Conditions.

Interpretation

3. Consumer means an individual acting for purposes which are wholly or mainly outside his or her trade, business, craft or profession;

4. Contract means the legally binding agreement between you and us for the sales and purchase of the Goods or Services;

5. Delivery Location means the Supplier's premises or other location where the Goods or Services are to be supplied, as set out in the Order;

6. Goods or Services means any goods or services that we supply to you, of the number and description as set out in the Order;

7. Order means the Customer's order for the Goods or Services from the Supplier as set out in the Customer's order or in the customers written

acceptance of the Supplier's quotation.

Goods or Services

8. The description of the Goods or Services is as set out in your quote from our salesperson or estimator.

Basis of Sale

9. On acceptance of the quote from the salesperson or estimator a deposit of the price of the carpet is required to hold your order and service date

to be agreed by both parties of a convenient time.

10. Quotations are valid for a maximum period of 30 days from its date, unless we expressly withdraw it at an earlier time.

11. A contract will be formed for the Goods or Services ordered, only upon the Supplier sending an email to the Customer saying that the Order has

been accepted or if earlier, the Supplier's delivery date of the Goods or Services to the Customer.

Price and Payment

12. The price of the Goods or Services and any additional delivery or other charges for the Goods or Services, and the total price of them and the

charges, is that set out in the quote received from the salesperson or estimator.

13. Prices and Charges include VAT at the rate applicable at the time of the Order.

14. Payment for the Goods or Services must be made within 14 days of the invoice. You must pay in cash or by bank transfer or by submitting your

credit or debit card details with your order and we can take payment immediately or otherwise after completion of the service.

Delivery

15. If the movement of furniture has been agreed and on arrival at location it has not been moved, the installers have the right to withhold service

until the location is at a satisfactory condition.

Risk and Title

16. You do not own the Goods until we have received payment in full.

Withdrawal

17. You cannot withdraw your order once a deposit has been received, as material specific to your job will have been ordered and are non-refundable to us.

Circumstances beyond the control of either party

18. In the event of any failure by a party because of something beyond its reasonable control.

a. The party will advise the other party as soon as reasonably practicable; and

b. The party's obligations will be suspended so as far is reasonable, provided that that party will act reasonably, and the party will not be liable for

any failure. An alternative date will then be arranged by both parties.

Privacy

19. Your privacy is critical to us. We respect your privacy and comply with the General Data Protection Regulation regarding your personal

information.

20. These Terms and Conditions should be read alongside, and are in addition to our policies, including our privacy policy and cookies policy which

can be found on our website.

21. For the purposes of these Terms and Conditions.

a. 'Data Protection Law' means any applicable law relating to the processing Personal Data, including, but not limited to the Directive 95/46/EC

(Data Protection Directive) or the GDPR.

b. 'GDPR' means the General Data Protection Regulation (EU) 2016/679.

c. 'Data Controller', 'Personal Data' and 'processing' shall have the same meaning in the GDPR.

22. We are a Data Controller of the Personal Data we Process in the providing of the Goods or Services to you.

23. Where you supply Personal Data to us so we can provide Goods or Services to you, and we Process that Personal Data while providing

the Goods or Services to you, we will comply with our obligations imposed by the Data Protection Laws:

- a. before or at the time of collecting Personal data, we will identify the purposes for which information is being collected.
- b. we will only process Personal Data for the purposes identified.
- c. we will respect your rights in relation to your personal data; and
- d. we will implement technical and organisational measures to ensure your Personal Data is secure.

24. For any enquiries or complaints regarding data privacy, you can email info@rdfcarpets.co.uk

Governing law, jurisdiction and complaints

25. The Contract (including any non-contractual matter) is governed by the law of England and Wales.

26. Disputes can be submitted to the jurisdiction of the courts of England and Wales.

27. We try to avoid any dispute, so we deal with any complaints as follows: "If a dispute occurs customers should contact us directly. We aim to

respond with an appropriate solution within 5-days"

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

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

VAT registration, 251 7743 01

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