



Terms and conditions

- **Interpretation.** In these Conditions and the invoice, Customer means the goods described on the invoice. Contract means the contract for the sale by the company to the customer of the goods constituted by these terms and including the invoice. The Company means County Flooring, 3-5 County Business Park Nottingham NG2 3JJ. The contractor means the floor layer. The headings are for convenience only and do not affect interpretation.
- **Legal Title.** The legal title of the goods shall remain the property of the company until any monies whatsoever which are owing to the company by the customer and repossess the goods in the event of non-payment of an outstanding balance.
- **Basis of the sale.** The goods are sold by the company on the terms contained in the sale of goods act 1979 except as expressly varied by the invoice and/or by these terms. No change may be made by the contract unless agreed in writing by the company.
- **Order and Specifications.** The company may make any changes in the specification of the goods which are required to conform with relevant safety or other statutory requirements or which do not materially affect their quality or performance.
- **Cancellations.** If any contract is cancelled by the customer prior to delivery the customer will be liable to pay the company 30% of the price of the goods to cover expenses incurred and this will be deducted from any deposit or advanced payment paid by the customer. The contract cannot be cancelled by the customer after delivery. The company may cancel the contract at any time before it notifies the customer that the goods are ready for delivery/collection if it is unable to fulfil the invoice due to any cause beyond its control. In the event the company's only liability is to refund any deposit or advance paid by the customer.
- **Price of goods.** The price of goods provided by the company is set out on the invoice.
- **Terms of payment.** Full payment for fitting services is due upon fitting payable by cash, cheque or bacs direct to County Flooring & Supplies. Full payment for goods and services detailed on the invoice is due prior delivery or upon collection of the goods whichever is applicable. Your order confirmation is proof of purchase (if you require a separate receipt please e-mail info@county-flooring.co.uk who will then post a separate receipt out to you). Please ensure you keep this in a safe place as this will also be your guarantee on the following terms: and you will be offered the choice of either exchange or full refund. Should a fault develop, if the goods be returned to us after 30 days, but within the guarantee period, we will provide a free of charge repair as soon as possible, depending on the availability of a factory technician. After the guarantee has expired we will still endeavour to help with any servicing your goods may require. All items are guaranteed for a full 12 months for domestic use unless otherwise stated. Obviously, we cannot provide a guarantee in respect of any misuse e.g. tear, rip, puncture, misuse or if the item is subjected to excessive wear and tear e.g. commercial use. Please note the guarantee will be invalidated if repairs are done by anyone other than us or our authorised agents.
- **General.** No responsibility is accepted by the contractor for damage to under floor piping, cabling ect. (unless the exact location of any obstructions is given in writing prior to the installation). Although the company will always endeavour to meet all delivery or collection agreements no liability will be accepted by the company for a claim of compensation should the agreed date be extended from the original agreement made. No liability is accepted by the company in respect of the goods. Suppliers by the company in accordance with the customers own specification and/or measurements. Nothing contained within the terms and conditions of sale does, nor will affect your statutory rights. All cut pile carpets, whatever their quality, method of

construction or pile content, may show a shading effect when in use (and in some cases even without wear) though when and where it will occur cannot be predicted. Various referred to as water making, pooling, tracking or pile pressure shading is characteristic of all textile materials with a pile or nap, but the effect is especially noticeable on plain velvet carpets or carpets with a high proportion of open ground in the pattern. Areas of shading are irregular in shape and size and have a darker appearance than the surrounding carpets when seen from one angle of a pile, which may be permanent. The shading affects, which may be accentuated by room lighting or certain areas of frequent use, does not affect the quality of wear/life of the carpet and is not a fault in manufacture. When carpets are selected from samples it is occasionally found that variations occur in colour to the actual carpet supplied. Every effort will, of course, be made to ensure as exact a match as possible, but no guarantee of matching can be given. The sizes as quoted for the width of carpet are approximate. This can vary due to several factors and the tolerance conforms with British standards Institute no. 3655 allowing for a variation $\pm 1.25\%$. In the case of partial completion of an order, which may occur for a variety of reasons, the company shall be entitled to payment proportional to the amount of goods supplied and work carried out.

- **Cleaning.** County Flooring recommends that carpets should be professionally cleaned. A cleaning method only should be used when cleaning woven carpets such as Wiltons and Axminsters as any other method of cleaning may result in the carpet shrinking or distorting.