

Terms & Conditions

Domestic Contracts

The conditions detailed below are intended to provide clarification regarding the terms and conditions of our services, to ensure complete customer satisfaction and enable our customers to fully consider the options available to them. Please contact us at our showroom if you have any queries.

Prices

All prices quoted for goods and services are subject to VAT.

Prices are fixed for 60 days.

Deposit & Payment

50% of the total payable on sales order is due at time of order. The final balance is payable on completion.

The estimate is open for acceptance within a period of 30 days and is valid for work carried out within 60 days of quotation date.

We accept payment by cash, bacs, cheques made payable to Tiger Flooring Ltd and most major credit and debit cards.

Please note: All credit card transactions will be subject to a 2% surcharge due to banking fees.

Once a customer has paid a deposit this is seen as accepting our terms and conditions.

Without prejudice to any other rights, Tiger Flooring may at its sole discretion charge interest in overdue accounts at a rate of 1.5 % per month from the date they become due.

The price quoted is subject to any change in VAT that may occur prior to delivery of goods or services.

Customer Cancellation/Postponement

Cancellation of sales order will be payable in full if goods have been ordered at time of cancellation. A charge of £150 per tradesman booked to be on-site, and all other costs or expenses incurred by ourselves, will be payable if less than 48 hours notice is received for postponement of fitting date by customer.

Delivery/Installation

Dates for delivery/installation are estimates only and are not guaranteed. Dates are subject to any matter beyond our reasonable control. We will use reasonable endeavor to ensure delivery/installation on the dates specified.

Bathrooms & Toilets

Flooring will be finished using sealant around sanitary ware. If the sanitary ware is removed for flooring installation, Tiger Flooring cannot be held responsible for any leaks that may occur.

Furniture/White Goods

Rooms must be completely emptied prior to flooring installation.

Removal of items by ourselves can be quoted at time of sales order if this service is required by customer.

It is the sole responsibility of the customer to check correct installation and plumbing of white goods/electrical goods or furniture on completion. Tiger Flooring cannot be held responsible for any leakages caused from machines whilst moving them.

If we are required to move any furniture/white goods every effort will be taken by our staff to ensure they are replaced as before, but we will not be held responsible, if an item has been damaged due to deterioration/age of the item.

It is the customers' responsibility to move any antique furniture. The customer must inform the fitters if any item is antique or valuable, and they will not move these items.

Whilst every effort will be taken by Tiger Flooring to ensure no damage will be caused to any personal items, it is the customer's responsibility to

remove any pictures, wall hangings or ornaments, as Tiger Flooring will not be held responsible for any damage.

Condition of Floors

Survey of floors will be undertaken prior to commencement of work. However, unforeseen problems with existing floors that require additional work to enable floor coverings to be laid, will incur an additional charge.

Damp Proof Membrane is not included or stated in the quote unless specifically mentioned. If this is required the customer will be informed, and this will incur additional charges. No responsibility will be accepted for any unforeseen subsequent faults caused by a faulty subfloor.

Door Clearance

Please note that no allowances have been made for removing/adjusting/re-hanging doors in the estimate.

If a door/doors need to be removed for installation, Tiger Flooring will remove any standard interior doors, and it is the customers' responsibility to appoint a carpenter to adjust/trim and re hang any doors.

Tiger Flooring accepts no liability to any damages incurred during the removal of interior doors.

Uplift/Disposal Floor Coverings

This service is available and can be requested before work commences, if it is not stated in the quotation.

Third Party Products/Fitting

Tiger Flooring does not accept responsibility for poor quality installation when the client is using third party products or fitters (e.g. Underlay, preparation of sub-floor with screed/plywood, etc).

Supply Only Customers

It is your responsibility to ensure goods are checked on collection. If any unopened goods are returned, this will incur a handling, shipping and administration charge. Certain products sold by Tiger Flooring are non-returnable. Please check with the sales office at time of order if this applies to your materials. Bespoke items i.e. cut carpets/vinyls cannot be returned. This does not affect your statutory rights.

Electrical Cables/Pipes

It is the customer's responsibility to ensure the fitter is informed of the location of any cables and pipes that may be in the area that the work is being carried out. This is for the purpose of health and safety, and also to prevent any damage that may be caused to cables and pipes whilst work is being undertaken by Tiger Flooring.

The company reserves the rights to change these Terms and Conditions from time to time.