

Terms & Conditions Commercial Contracts

Prices

All prices are exclusive of VAT.

Prices exclude M.C.D unless otherwise stated.

Prices are fixed for 3 months.

Deposit & Payment

Payment terms are 28 days net from date of invoice unless otherwise stated.

When working with a new client, it will be at the discretion of Tiger Flooring as to whether a deposit is required before commencement of work on site. Subsequent contracts may also be subject to the payment of a deposit.

All goods remain the property of Tiger Flooring until paid for in full.

If you fail to pay us on agreed date we may;

Charge you interest at the rate set under S.6 of the Late Payment of Commercial Debts (interest) Act 1999.

Calculated (on a daily basis) from the date of our invoice until payment.

Compounded on the first day of each month.

Before and after judgement (unless a court orders otherwise).

Claim fixed sum compensation from you under S.5A of that Act to cover our credit control overhead cost.

Recover (under clause 5.8) the cost of taking legal action to make you pay.

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 72 hours notice is received for postponement of fitting date by customer.

Delivery/Installation

We recommend that sub floor consisting of sand/ cement screed should always be prepared with a minimum 3mm latex.

Please note: latex screed provides a smoothing compound that follows the contours of the sub floor; it is not a levelling compound.

Costs given are for continuous working during normal hours (Mon-Fri, 8am-5pm).

Costs subject to verification of site re-measure where applicable.

During the winter months, it is essential that the heating system is operational before any installation. Failure to ensure this may cause irreparable damage to the floor covering of which Tiger Flooring cannot accept any responsibility.

Our quotation includes for work as detailed only. Any changes or additions to the description hereto will be charged accordingly. If additional materials/extra work is required that is not a result of Tiger Floorings discrepancy, a quotation will be given and must be accepted before any materials are ordered for work to continue.

Vat New Builds

HM Customs and Excise declare that fixed floor coverings for new builds are VAT exempt. Tiger Flooring must receive written confirmation of 'new build' status prior to commencement of work. If no paperwork has been received prior to the start of work, the sales invoice will be issued with VAT included. It will then solely be the responsibility of the customer to re-claim the VAT from HMCE.

New Build Measurements

Please note that measurements that are estimated from plans for new builds may change when an on-site measure has been carried out.

Bathrooms & Toilets

It is the sole responsibility of the customer to decide on the fitting method for flooring in bathrooms and toilets. Fitting of flooring around sanitary ware will incur an additional fitting charge due to the extra time required for flooring installation. 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 the 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 unless stated in the quote. 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, it is the Clients responsibility to provide a tradesman for the removal/adjustment/re hanging of any doors.

Uplift/Disposal of Existing Floor Coverings

This service can be quoted at the time of the sales order. If existing floor coverings are laminate, wood, ceramic tiles, or any glued down flooring this will be charged per square metre or per day per man.

General Conditions

The Client is responsible for re-routing of all cables, wires etc. that may run across the sub floor before installation of new floor covering. If this prevents an installation proceeding on a booked installation date, this could incur a cancellation charge or waiting time charge. Tiger Flooring accepts no responsibility for damage to wires or cables during installation.

Please note; if we are working through a main contractor for a third party, this term overrides all other considerations and maintains the goods as the property of Tiger Flooring Contracts are to incorporate this condition within its terms and conditions with their Client.

Tiger Flooring reserves the right to levy a surcharge of £150.00 per man per day if the Client changes an installation date within seven days of the agreed date.

Order is subject to written confirmation and/or order number.

Receipt of order via email or signature on the contract will be an agreement of our Terms and Conditions of Tiger Flooring.

Contract is also our word for Estimate/Quotation.

On site work, the main contractor will be responsible for providing lights, electricity and clear access.

On site work, the main contractor if required, will make provisions for safe and secured storage of the flooring products and at all times will be responsible for the health and safety of our operatives on their site.

On completion of floor installation the Client or site representative will sign off the work.

Once sign off has occurred you are agreeing to the satisfaction of work completed.

If there are any disputes with the work carried out the work must not be signed off.

Sign off is at client's discretion. Any damages or marks found in the floor that have been caused by the Fitter will only be rectified if pointed out to the fitter before the client has signed off work, any damages noticed after this time i.e. the following day, will be assumed to be the fault of the client and will not be rectified.

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

Signed on behalf of.....

Your name:

Company name:

Signature:

Date:

Position: