

## Domestic Terms & Conditions of Service

### 1. Quotation Validity

All quotes are valid for 30 days from the issue date. After this period, prices and availability may be subject to change.

### 2. Deposit & Booking Confirmation

- A deposit is required to confirm your booking and secure materials.
- Installation dates will not be confirmed until the deposit has been received.

### 3. Final Payment

- The balance must be paid in full on the day of installation, before the fitter leaves the property, unless otherwise agreed in writing.
- Payments can be made via bank transfer, card, or cash. Please advise us in advance of your preferred method.

### 4. Uplift & Removal of Existing Flooring

- Uplift and disposal of existing flooring is not included unless specifically stated in your quote.
- If you require this service, please inform us prior to installation so that we can quote accordingly.

### 5. Access & Preparation

- Please ensure the areas to be worked on are clear of furniture and personal items before the fitters arrive.
- The client is responsible for ensuring the property is safe, dry, and accessible for our fitters.
- If additional work is required due to unforeseen subfloor issues (e.g., damp, uneven surfaces), we will inform you immediately and may need to revise the schedule or price.

### 6. Working Hours & Disruption

- Installations are typically carried out during normal working hours (8am–5pm, Mon–Fri).
- While we aim to minimise mess and disruption, some noise, dust, and disruption is unavoidable during fitting. We appreciate your understanding.

### 7. Product & Installation Guarantee

- All products come with a manufacturer's warranty.
- Our fitting workmanship is guaranteed for 12 months from the installation date.

- Guarantees do not cover damage caused by misuse, neglect, improper cleaning, or third-party alterations.

### **8. Ownership of Goods**

All flooring materials remain the property of Clear Choice Flooring until full payment has been received.

### **9. Cancellations & Rescheduling**

- If you need to cancel or reschedule, please give at least 5 working days' notice.
- Cancellations made with less than 5 days' notice may result in loss of your deposit to cover costs.

### **10. Liability**

- We will take reasonable care to avoid damage but cannot accept liability for:
  - Pre-existing damage to subfloors, skirting, or furnishings.
  - Movable furniture or belongings left in the work area.
  - Third-party work interfering with the installation.
- We are covered by Public Liability Insurance.

### **11. Customer Responsibilities**

- Please ensure someone over 18 is present at the time of installation and available to inspect the work once completed.
- Any concerns must be raised immediately before the fitter leaves the property.

### **12. Acceptance of Terms**

By proceeding with a booking and/or paying a deposit, the customer agrees to these terms and conditions in full.

Thank you for choosing Clear Choice Flooring. We take pride in delivering high-quality flooring and a smooth customer experience from start to finish.