

CARPET RIGHT

CARPETS • VINYLs • RUGS • TIMBER FLOORS

ABN 87 003 839 156

Terms & Conditions

Payment Terms

Upon acceptance of the quotation, a deposit of 70% for carpets and 100% for hardwood is required to secure an installation date and ordering of the floorcovering. Carpet Right will contact the Customer three business days prior to the scheduled installation date to confirm and to process any remaining balance. Final payment is to be made on the day of installation. Payments can be paid by credit card or EFT (please note that certain credit cards may incur a fee). Legal and beneficial ownership of the goods will remain with Carpet Right until the customer has paid in full, all amounts owing. An interest of 10% will be charged monthly on any unpaid balances unless prior arrangements have been made in writing.

Furniture removal and replacement

Unless included in the quotation the moving of furniture and appliances is the customer's responsibility. To ensure installation of the new floorcovering proceeds as smoothly as possible, Carpet Right recommends the customer move all furniture from the rooms.

Where the new floorcoverings will be installed, Carpet Right can organise the moving of most furniture for a specified fee, however it is the customer's responsibility to remove personal and fragile items from all cupboards and drawers beforehand. Removal of items such as grand pianos and pool tables will require specialist equipment and will incur addition charges. Carpet Right cannot arrange for items to be disassembled and reassembled. Carpet Right are only responsible for the removal and replacement of furniture items and not manchester, books, clothing or any other small items.

Removal of existing floorcovering

Carpet Right can arrange removal and disposal of the existing floorcovering for a specified fee, however if there are any staples/nails on the floor or scraping is required, there will be **additional** charges. If the existing floorcovering is being removed and disposed of by the customer, please ensure all staples/nails are removed from the subfloor, the floor is scraped clean and vacuumed. In the case of carpet installation, please do not move or remove the smooth edge (timber strips with nails around the perimeter of the room), if removed additional charges will apply. If the customer removes the existing floorcovering themselves, Carpet Right can arrange disposal of the customer's floorcoverings for a specified fee. In the case of carpet, the carpet should be cut into 1.5m strips and rolled up neatly.

Parking / Delivery

Parking is to be made available to the installers on the day of installation/delivery. Some loading zones may need to be booked prior to installation. This is the sole responsibility of the customer. The customer will be responsible for parking fees if parking is unavailable or any other fees that may be incurred if the delivery point is unattended. If Carpet Right determines that delivery is not possible within a reasonable time or at all, the installation may be rescheduled (\$250 fee) or cancelled by Carpet Right. In the event of cancellation, the customer shall not have any claim against Carpet Right for any damage, loss, cost or expense whatsoever. Our contractors carry tools and heavy carpets, so parking within a reasonable distance from the site is required.

Floor Preparation & Doors

In some cases, floor preparation may be required. Carpet Right will not know the condition of the floor beneath until existing floorcoverings are removed completely. Extra charges may be incurred by the customer if floor preparation is required at the time of installation. Doors must be cut or shaved prior to installation to allow for the new flooring height and **must be arranged by the customer**. If the installers need to remove a door to allow for the flooring installation, the door will not be re-fitted or trimmed by the Carpet Right, and no responsibility will be taken for any damages that may occur.

PLEASE NOTE – It is the customers responsibility to check that there is sufficient door clearance. Neither the salesperson nor the measurer will be aware of the clearance prior to order as the measurer does not know the chosen carpet thickness.

Painting & Other Trades

Painting must be completed two days prior to flooring installation. We recommend having the same paint available for touch up by the customer. Please ensure all other tradespeople are clear of the area on the day of installation as rescheduling will incur a \$250 fee.

Power, In-floor Heating, Cables and Pipes

Please ensure power is available on the day of installation as the installers will require access to power for their tools.

HEAD OFFICE

1/2 Niangala Close, Belrose, NSW 2085
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Carpet Right takes no responsibility for any damage to in-floor heating systems, cables of any kind and pipes which must comply with Australian Standards (Min.depth 50mm). Carpet Right must be notified if they are present and their exact location, prior to installation.

Carpet Joins

In most carpet installations joins are inevitable, so please **confirm** the location of the joins with your salesperson prior to order. Joins in the installation will not be entirely invisible. This factor is dependent on pile direction and natural light in the area of installation which may result in some seams being more visible than others. Some joins may appear to be peaking. This is normal. Our fully qualified professional installers will ensure that this occurrence will be minimised.

Pattern Matching

Most print and multi tone patterns are impossible to match, or colour match precisely. To ensure satisfaction the customer should consider this prior to proceeding and discuss expectations with Carpet Right.

Plush Carpets

Cut pile carpets can have a stunning appearance however some tend to produce permanent pile reversal (commonly known as shading or watermarking). In these instances, areas of the carpet appear to become lighter or darker than the surrounding area. This phenomenon may develop in any cut pile carpet and, at times, may become quite noticeable. The customer should consider this in their carpet selection and discuss their expectations with Carpet Right.

Installation & Carpet Warranties

The customer relies on the warranties set by the manufacturer(s). Please contact Carpet Right for warranty details of the floorcovering selected. There is a one-year installation warranty on the workmanship of the installer. Although all reasonable care is taken during the installation, no responsibility is accepted for any damages necessarily or unintentionally caused.

Storage

Carpet Right will store your product in our warehouse for a maximum of 3 months. Thereafter we cannot be held responsible for any storage damage to the product and you will be charged for storage at a rate of **\$150 per month**. After 12 months, we reserve the right to dispose or sell your carpets to recover storage costs, thereby forfeiting your deposit and product. Should you wish to store the product at your site, Carpet Right cannot be held responsible for any damages to the carpet.

Cancellations & Other

Postponement of a scheduled installation will require minimum of two working days' notice. Failure to notify the store/warehouse will incur a cancellation charge of \$250.00. Delays in manufacturer production would impede our ability to deliver / install requested flooring. As Carpet Right have no control over such unforeseen situations, no responsibility will be taken for any interruptions caused by manufacturer delays. Any carpet that has been cut prior to installation by either the manufacturer or at Carpet Right's warehouse, cannot be cancelled and full payment will be required (less underlay and installation charges).

Complaints

Complaints are to be made in writing within 48 hrs of installation and emailed to warehouse@carpetright.com.au and your salesperson.

Product Range / Colour

It is the customers responsibility to confirm that the colour and range on the invoice is correct. If you notice an error, please advise your Carpet Right salesperson immediately. It is your responsibility to view the colour by physical sample and confirm your selection with Carpet Right in writing.

By signing below, you are acknowledging that you have read and agreed to the terms and conditions of installation.

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PRE-INSTALLATION REQUIREMENTS

Please read the following requirements to ensure a smooth installation. These form part of the terms and conditions and are CHARGEABLE if not quoted and included on your order.

1. AVAILABILITY

Someone responsible must be on site to discuss the job with layer and make payment upon completion. Inability to start/complete the job due to customer unavailability will incur a minimum of \$150 up to a full day of layer's cost.

2. FURNITURE

Moving furniture is a chargeable item. If not included in your quotation, then it is your responsibility to have the room clear of **all** items including personal effects. **Furniture does not include small or valuable items.** If contracted to move furniture we do not empty bookcases, shelves or drawers. Any furniture that requires dismantling to move it, must be done before the layer arrives. This includes all wall units and timber or metal beds including bunk beds. A minimum **\$150** fee will be charged if we arrive and the furniture has not been removed or the smalls removed causing a delay in the installation.

3. PERSONAL EFFECTS

Please move out all personal effects, books, china and breakables, computers and electrical items before arrival. Sheets and bedding must be removed from beds and please do not stack personal items on beds.

4. INTERNAL DOORS

It is your responsibility to ensure there is adequate clearance for your new carpet and underlay under your doors. Don't forget to check robes and bathrooms. If doors do need to be cut we can offer a contact but you will need to pay direct for these services and this work does not form part of our carpet contract.

5. SUBFLOOR

If you remove your old carpet yourself, please do not remove the "smoothedge" (spikey sticks along the walls). Old underlay can sometimes stick to the floor and any sub-floor preparation required is at an additional cost. We cannot accept responsibility for the condition of your sub floor. Any remedial work including levelling, scraping or repairs is at your expense & can be negotiated with the layer or a 3rd party.

6. LEADS, PHONE, POWER LINES & RECONNECTIONS

Please note that power cables are not permitted by law to be under a carpet. If phone, security, Foxtel, TV or stereo cables cannot be moved, we will take care to work around the existing wiring however, we accept no responsibility for any damage to the wires nor are responsible for any reconnections if moved.

7. PAINT ON SKIRTINGS AND WALLS

All paint, particularly fresh is often soft, especially enamel. We will take the utmost care not to damage paintwork however, minor chips and scratches can occur so please keep touch up paint handy. All care will be taken but we cannot accept responsibility for minor damage to decorations, paintwork, furniture etc.

8. ELECTRICITY

Electricity is required to install carpet, please ensure you have power connected.

9. ACCESS AND PARKING

Please provide clear and safe access to the areas to be carpeted. It is essential the layer be able to park close to the site. Parking deposits required by the Body Corp are your responsibility & must be arranged before installation.

10. PAYMENT

Our terms are full payment on completion. Please visit our website or call 02 9450 1511 to make final payment prior to the layer leaving your site. We accept Visa, MasterCard, or Cheques on the day by phoning the number below during business hours. EFT payments are to be received a day prior to the installation. Please be available for the contractor to walk you through the carpet installation and answer any of your questions and then please sign the supplied COD envelope and arrange payment. Thank you for your co-operation with these requests. If you have any concerns or questions, please do not hesitate to call your salesperson.

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