



bailey wighton
simply beautiful carpets, flooring & rugs

ESTIMATES

1. Estimate values are valid for 3 months from date of issue but we reserve the right to adjust prices when Manufacturers increase their prices to us.
2. Estimates based on 'Customers own measure' which cannot be check measured will be fitted at customers own risk.

DEPOSITS

1. 50% of the total order value to be paid when customer confirms an estimate to sales order status.
2. In the case of SUPPLY ONLY the total order value must be paid when placing the order please bear in mind that it is not always possible to return orders, or it may incur a surcharge.
3. In the case SPECIAL DYE orders the total order value must be paid prior to the fitting date.
4. After placing your order we will send out a sales confirmation for you to check and inform us of any mistakes/changes immediately.

INSTALLATION

1. Dates for delivery are based on latest information from manufacturers. We accept no responsibility for delays due to conditions / circumstances beyond our control.
2. Goods will be at customer's own risk after delivery. Any claim for damage to be notified to us within three working days.
3. Should it be necessary to use materials extra to our estimate to complete the work, the cost of these will be added to the final invoice, this includes such items as doorbars, door easing and floor preparation etc.
4. We reserve the right to refuse to ease veneered, glass panelled, or heavy hardwood doors, which may be removed by us to enable the completion of our work.
5. Unless stated prices do not include any preparation that may be necessary in order to make the floor suitable for laying the material. In the absence of specific instructions it will be deemed that the floor is suitable for laying.
6. Customers are advised to disconnect and remove all kitchen appliances, and remove such items as kickboards etc, prior to fitting unless we have estimated to carry out these tasks.
7. Customers are advised that we cannot be held responsible for accidental damage to furniture etc. This will be moved at the owner's risk.
8. A charge will be made for taking up old flooring / carpet / furniture for removal from site & disposal.
9. We do not accept responsibility for damage to pipes and cables etc, concealed in the work area unless details of such installations are provided prior to fitting.
10. If the customer cancels their agreed fitting date less than 2 working days before that date, Bailey Wighton reserve the right to charge a cancellation fee (pro rata to the fitting time that the work would have taken) if no other work can be allocated to that time slot.
11. All flooring may be susceptible to colour change or fading after installation.
12. We always recommend that protective mats be placed under any roller castor chairs to protect the flooring.

PAYMENT

Invoices are due 7 days from completion of the work. We reserve the right to charge interest at 2.5% per month on all overdue accounts and to pursue non-payment of outstanding accounts with all associated extra-added costs.

Customer orders stored at the customers' request within our premises for period of longer than 4 months from delivery must be paid for in full.

SAMPLING

1. Engineered wood / laminates with real wood surfaces can have variances in shade, grain or colour; this is normal for natural wood products.
2. Shop & Manufacturers supplied samples; shades and colours may vary slightly from current / future Manufacturers stock due to dye batch differences.
3. Product suitability – every sample should advise customers with product usability, wear rating & other customer information.

SHADING & PILE REVERSAL

1. Velour, Wilton and plush pile carpets are susceptible to shading, i.e. where the pile falls in different directions and causes the appearance of a change of colour (this is normal).
2. Pile reversal is a rare occurrence that has no known cause where the pile direction of the carpet changes spontaneously in patches, causing a change in appearance. Due to our membership to the Carpet Foundation, we are covered for 1 x replacement of the area with several, but not all, manufacturers. This is not considered a manufacturing or installation issue, and therefore any replacement cannot be claimed a second time in the same area.

COLOUR MATCHING

1. For technical reasons, it is not always possible to obtain an exact colour match between flooring widths and/or production batches.

SHEDDING / PILLING

1. All carpets will produce loose short fibres, which break out from the main body of the spun yarn; these are not detrimental to the long-term performance of the carpet and are easily removed by vacuuming.

VISIBLE BANDS

1. Rolls of carpet can be subjected to considerable pressures when rolled and stored, as a result crush lines are often visible when the carpet is first unrolled, this is quite normal and will disappear during usage and regular vacuuming.

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