

Terms and conditions of quotation

Acceptance of quotation binds all parties stated to these conditions.

1. **The removal and reinstating of furniture in not part of your contract. If you require us to remove furniture it will be clearly stated in your quote and charged to you.**
2. Please make sure your quote includes everything you require, if it is not mentioned in your quote it is not included in your price.
3. Timber is a natural product and batches may vary, samples are indicative of colour. Variations in shade are inherent in all timber products and are the natural characteristics.
4. Commencement date given is approximate only. Work will be commenced and completed as soon as practicable after order is received. NO liability will be taken for unforeseen delays.
5. Variations to quoted work must be verified and repriced by the office prior to commencing.
6. The removal and reinstating of furniture in not part of the contract. If you require us to remove furniture it will be clearly stated in your quote and charged to you.
7. Dishwashers, Fridges, Stoves are to be moved and replaced by owner if work is required under them. Care must be taken to protect the floor when installing these appliances.
8. The taking up of old floor coverings, staples and tacks is not included unless otherwise specified.
9. POLYURETHANE SEALERS – Breathing of vapour is harmful and may cause lung irritation and asthma like respiratory reaction and irritation of skin and eyes. We recommend you are out of the house when coatings are applied. It is the client's responsibility to turn off ALL pilot lights, naked flames prior to coating being applied.
10. **BEFORE COMMENCEMENT THE FOLLOWING NEEDS TO BE COMPLETED**
 - a. All tiling in bathrooms, kitchens and laundries to be completed.
 - b. All wall (gyprock, plaster) to be complete
 - c. All glazing be finished and house at lock up stage
 - d. Electricity and water connected and fully functional from with the house
 - e. Concrete slab edges sealed or protected from the elements
 - f. Storm seals to be fitted to all external doors in room where parquetry or our flooring is installed. Silicone sealer to be applied to both sides of aluminum door tracks on external doorways. Installed flooring must be protected from the elements
 - g. Sensible protection of the flooring from extremes, particularly in unoccupied homes must be afforded. Measures can include curtains, awnings, blinds, window tinting, and early commissioning and or regular use of air conditioning or humidity control devices.
11. Clients are responsible to render alarm systems/smoke detectors inactive while we are on site or make alternative arrangements.
12. Clients are to advise if under floor heating has been, or will be installed, before commencement of job.
13. Some forms of air conditioning can cause movement in the timber floors. We cannot be held responsible if this occurs. Air-conditioners must be fully functional during installation process.
14. Company policy is that nail holes in beadings are not filled. We provide beadings to match the colour of the timber floor. If a different stain or paint colour is requested this must be provided by the client.
15. Allow up to 3 months before putting rugs on a new floor.
16. When the temperature is less than 10 degrees heating may be required, during floor installation and finishing.
17. If the timber is put on site before the job commences it must be paid for and insured by you the client. Once the timber is on site it becomes the responsibility of the owner or builder concerned.
18. Rejection of coating – some chemical substances, eg. Old wax, polish, oils, fly spray, silicon, ironing sprays, and even some natural resins in timber may reject floor finishes. If this occurs subsequent coating to rectify the problem may be charged for. We cannot guarantee adhesion of subsequent recoats. Especially when re-coating old floors.
19. We cannot be held responsible for any dust fibers or insects, which settle in the finish while drying. Every effort will be made to minimize this.
20. Stains in the finished floor: every effort is made when sanding back timber, some stains that may still be evident after sanding and coating are remains of Black Japan, water stains, dog or cat urine, rust around nail holes. Deep cuts from carpet trimming knives may still be evident after sanding and finishing. (especially on Pine floors)
21. Previous floor coverings, under lays or removed cupboards, wardrobes may cause variations in colours of timber when polishing existing floor boards.
22. Timber movement (expanding and contracting due to taking up and releasing moisture) is a result of climate of site conditions (direct sunlight, humidity, temperature extremes, poor drainage or ventilation) and we cannot be held responsible.
23. Concerns with a finished floor must be raised within 2 days of completion unless otherwise arranged
24. Once furniture has been moved onto a finished floor the job has been deemed accepted.
25. **10% interest will be charged on any overdue accounts.**
26. **Title and ownership of goods does not pass to customer until paid in full.**
27. **GUARANTEE : 12 Months against faulty workmanship and or material.**
The above conditions cannot be altered without the written consent from our Office
We reserve the right to withdraw the guarantee if conditions of payment are not met.

I _____ have read and accept the terms and conditions stated above

Signed _____ Date _____