

# **Terms and Conditions of Quotation**

Acceptance of quotation binds all parties stated to these conditions. Please make sure your quote includes everything you require, if it is not mentioned in your quote, it is not included in your price.

1. **The removal and reinstating of furniture and appliances are not a standard part of your contract. If you require us to remove furniture, it will be clearly stated in your quote and charged to you.**
2. Levelling/grinding is not a standard part of your contract unless it is written in your quote. We are not responsible for floors being un-level, or having hollow spots if inadequate preparation was provided.
3. Parquetry Flooring Company must be made aware if a concrete curing agent or pest control spray have been used on new concrete slabs. We will not be responsible if direct stick flooring installations fail due to either application.
4. We do **not** advise staying in your home during sanding and polishing.
5. While we do our best to keep our coating clean, gloss coats generally show up more dust particles than other sheen levels.
6. Staining floors: Although we do our best to be tidy with stains, it will often leave areas on skirtings that will need to be re-painted.
7. A newly coated floor can be walked on after one day and furniture reinstated after three days.
8. After the re-sanding of existing parquetry floors, it is typical for the outline of parquetry blocks to be visible. This is an industry-accepted outcome that is passed by Australian Standards.
9. **The removal, trimming down, and re-fitting of doors is not part of your contract.** If this is required, you will be charged accordingly. If the floor does not fit under a door, or doors are too heavy for one man to handle, PFC may remove the door and continue with their work.
10. 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.
11. Commencement date given is approximate only. Work will be commenced and completed as soon as practicable after the order is received. NO liability will be taken for unforeseen delays.
12. Variations to quoted work must be verified and repriced by the Office before commencing.
13. The taking up of old floor coverings, staples and tacks are not included unless otherwise specified.
14. POLYURETHANE SEALERS – Breathing of vapour is harmful and may cause lung irritation and asthma-like respiratory reactions 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 before coating being applied.
15. **BEFORE COMMENCEMENT THE FOLLOWING NEEDS TO BE COMPLETED**
  - a. Concrete/timber floor must be clean, flat and dry before we commence installing a new floor.
  - b. Furniture to be removed and the floor to be clean.
  - c. All tiling in bathrooms, kitchens and laundries to be completed.
  - d. All wall (gyprock, plaster) to be complete
  - e. All glazing be finished and house at lock-up stage
  - f. **Electricity and water connected and fully functional from with the house**
  - g. Concrete slab edges sealed or protected from the elements
  - h. Storm seals to be fitted to all external doors in the room where parquetry or our flooring is installed. Silicone sealer to be applied to both sides of aluminium door tracks on external doorways. Installed flooring must be protected from the elements.
  - i. 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.
16. Clients are responsible for rendering alarm systems/smoke detectors inactive while we are on-site or make alternative arrangements.
17. Clients are to advise if underfloor heating has been, or will be installed, before the commencement of the job.
18. 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 the installation process.
19. 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.
20. Allow up to 3 months before putting rugs on a new floor.
21. When the temperature is less than 10 degrees, heating may be required, during floor installation and finishing.
22. 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.
23. 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. We cannot guarantee adhesion of subsequent re-coats. Especially when re-coating old floors.
24. We cannot be held responsible for any dust fibres or insects, which settle in the finish. Every effort is made to minimize this.
25. 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) Previous floor coverings, underlays or removed cupboards, wardrobes may also cause variations in colours of timber when polishing existing floorboards.
26. Timber movement (expanding and contracting due to taking up and releasing moisture) is a result of the climate of site conditions (direct sunlight, humidity, temperature extremes, poor drainage or ventilation) and we cannot be held responsible.
27. Concerns with a finished floor must be raised within two days of completion unless otherwise arranged.
28. Once the furniture has been moved onto a finished floor, the job has been deemed acceptable.
29. **10% interest will be charged on any overdue accounts.**
30. **Title and ownership of goods do not pass to the Customer until paid in full.**
31. **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 \_\_\_\_\_