

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 in your quote, it is not part of your price

1. **The removal and reinstating of furniture and appliances are not part of your quote. If you require us to remove furniture, it will be clearly stated in your quote and charged to you.**
2. Levelling/grinding is not part of your contract unless specifically listed in your quote.
3. Concrete curing agents or pest control sprays used on top of new concrete slabs must be communicated to Parquetry Flooring Company. In such a case, we will not be held responsible for direct stick flooring installation failures.
4. We do **not** advise staying on-site during sanding and polishing work.
5. While we do our best to keep our coating clean, gloss coats generally show more dust particles than other sheen levels.
6. Staining floors: It is advisable to repaint skirting boards etc., after stain work is completed.
7. A newly coated floor can be walked on after 36 hours, and furniture reinstated after 72 hours.
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.
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. The 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 delays. PFC is not liable for accommodation costs accrued due to any delays.
12. Variations to quoted work must be repriced by the Office and approved by the Customer 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 that you are not present when coatings are applied.
15. The client's responsibility is to turn off ALL pilot lights and naked flames before coating is applied.
16. **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. Moisture content: Concrete $\leq 5.5\%$: Wooden Floors $\leq 12\%$.
 - b. Furniture to be removed and the floor to be clean.
 - c. All tiling in bathrooms, kitchens and laundries to be completed.
 - d. All walls (Plasterboard/ Plaster) to be complete.
 - e. All glazing be finished and house at lock-up stage
 - f. **Electrical and water connections are to be fully functional & completed throughout the property.**
 - g. Concrete slab edges sealed or protected from the elements
 - h. Weather seals to be fitted to all external doors in the rooms where 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. Protection of the flooring from weather extremes, particularly in unoccupied homes, by use of curtains, awnings, blinds, window tinting, and early commissioning and or regular use of air conditioning.
17. Clients are responsible for ensuring alarm systems & smoke detectors are inactive while we are on-site.
18. Clients are to advise if underfloor heating has been, or will be installed, before the commencement of the job.
19. 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.
20. 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.
21. Allow up to 3 months before putting rugs on a new floor.
22. When the temperature is less than 10 degrees, heating may be required, during floor installation and finishing.
23. If the timber is delivered to the site before the job commences, it must be paid for and insured by the client. Once the timber is on-site, it becomes the responsibility of the owner or builder.
24. Rejection of coating can occur: Some chemical substances, eg. Old wax, polish, oils, fly spray, silicon, ironing sprays, and some natural resins in timber, can reject floor finishes. If this occurs, subsequent coating to rectify the problem may be charged for.
25. We cannot be held responsible for dust or insects, which settle in the finish.
26. Stains in the existing floor: such as remains of Black Japan, water stains, dog or cat urine, rust around nail holes & deep cuts from carpet trimming knives (especially on Pine floors). Previous floor coverings, underlays or removed cupboards can cause variations in colours of timber.
27. Timber movement (expanding and contracting due to taking up and releasing moisture) results from the climate of site conditions (direct sunlight, humidity, temperature extremes, poor drainage or subfloor ventilation), and we cannot be held responsible.
28. Concerns with a finished floor must be raised within 72 hours of completion.
29. Once the furniture has been moved onto a finished floor, the job has been deemed acceptable.
30. **Fees can occur on overdue accounts.**
31. **Title and ownership of goods do not pass to the Customer until paid in full.**
32. **GUARANTEE: 5 years against faulty workmanship.**
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 _____