



ABN 72 038 932 334

7/252 New Line Road, Dural NSW 2158

Phone: 9653 9111 Fax: 9653 9122

Terms & Conditions

ACCEPTANCE

If our quotation is accepted a 50% deposit is required before the order is placed, 30% Part payment due 3 days prior to installation and 20% Final payment payable on completion.

Payment can be made by direct deposit, cash, cheque or Credit card (Visa and Master Card). NB Credit Cards will incur a 1.5% surcharge.

INSTALLATION DATE

One week's notice is required for rescheduling of your installation date. If you fail to notify us in the allocated time you reduce the chance to reschedule a suitable time.

RESCHEDULING CHARGES

Rescheduling Charges will be incurred when installers have arrived on site and cannot commence work due to

- (1) the site is not ready for installation (e.g. paint is not cured),
- (2) the customer has not provided access (entry or safe clear access) or
- (3) no power supply is available. A fee of \$240 plus GST will be invoiced for the installer's loss of earnings.

CANCELLATION OF ANY ORDER

A bailing, delivery and return fee determined by the manufacturer will be charged for cancellation of any orders. Materials already cut to shape cannot be returned and must be paid for in full.

SUBFLOOR

Our quotation has been calculated on the basis that the sub-floor is clean & clear of all other trades & suitable for the commencement of the floor covering installation. Repairs to the subfloor are the responsibility of the customer. Any unforeseen problem with the subfloor that requires to be fixed during installation will incur an extra charge for labour and materials. No responsibility will be taken for damages to any pipes or wiring, including Telstra, Foxtel, stereo, aerial etc laid on the subfloor. These should be laid according to the Australian Safety Standards by a qualified technician.

SKIRTING BOARDS & PAINTED AREAS

All skirting boards should be painted all the way to the subfloor. As per the Australian Standards it is a requirement that carpet material be stretched against the walls/skirting and then trimmed and tucked. This can often cause rubbing and scratching against both skirting and walls that is unavoidable and will cause major damage if paint is not cured.

"Suppliers of Fine Quality Carpets"



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DOOR CLEARANCE

Cutting of doors is the responsibility of the customer.

FURNITURE

Moving of furniture is the customer's responsibility prior to and post installation unless included in the quotation. If we are moving furniture please refer to our Pre-installation checklist.

INSTALLATION COMPLETE

Removal of rubbish from or clean-up (including vacuuming the finished works) from worksite is the customer's responsibility.

UNDERFLOOR HEATING

Heat Pad under floor heating will need a qualified electrician present to disconnect and reconnect on the day of installation. Heated Slabs require the carpet grippers and trims to be glued down to avoid damage by nailing and will incur an extra labour charge.

SHADING/WATERMARKING & PATTERNED CARPETS

Please note that "shading" (watermarking or permanent pile reversal) can often occur in all cut pile carpets (plush & twist) due to unknown factors other than traffic, is not a manufacturing fault. The presence of "shading" in a carpet does not affect the life or durability of the carpet.

VARIATION TO SAMPLE

As wool is a natural fibre there may be a small variance between any samples and installed carpet. This is due to wool's natural and inherent properties and in no way indicates a fault in the carpet or manufacture. There may also be a variance in colour should carpet be ordered from different dye batches or at a later stage.

ALARMS (Fire & Security)

All smoke detectors must be covered during the carpet joining procedure to avoid alarms being set off.

OCCUPATIONAL HEALTH & SAFETY

Please note that we make every effort to take reasonable care in regards to safety of both the installers and the public. Our installers all carry Workers Compensation Insurance and Public Liability Insurance.

PARKING & ACCESS

Suitable parking must be made available to the installers. Installers require that they have safe entry for carrying equipment and heavy materials to work areas. They will not carry materials up ladders or across gangplanks. Access must be given at the scheduled time or alternatively keys and/or access codes must be provided prior to scheduled date.

QUALITY ASSURANCE

Clarks Carpets will address any customer concerns in regards to materials or installation, pre and post installation, to ensure a satisfactory finish on every flooring purchase.

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