



Terms and Conditions

1. Booking

- a. A deposit of 25% is required when booking to secure a date in the diary and order materials. For supply and installation, material element should be paid in advance in full and the labour element on completion of work.
- b. Payment is required on the day of completion of the job. We accept cash, card (2% charge for credit card), cheque or bank transfer.
- c. Payments made later than 7 days after completion will be subject to a penalty of 5% of the cost of the job.
- d. Cancellation by the client will require 3 weeks' notice, less than 2 weeks' notice will incur a penalty of 25% of the job estimate.

2. Sanding Preparation

- a. The client should ensure that the rooms are empty of all furniture and carpets.
- b. Curtains should be taken down or tied back during sanding.
- c. If the client, or other trades people, delays the start of the work, a charge of £40.00 per hour will be applied.
- d. Although the Bona machines contain 95% of the dust created, dust will be produced by hand sanding, repairs and areas where we use smaller random orbit sanding machines (i.e. staircases, below staircase, cupboards, etc.). Artisan will do their best to produce any loose dust.
- e. Due to the natural movement of wood, we cannot guarantee that the filling will remain in place; however, loss of the filling is unusual.
- f. Due to the nature of the work and the bulk of the machines, skirting boards may be nicked/scuffed while sanding.

3. Restoration Procedures

- a. Three coats of seal or two of oil is normal unless otherwise requested by the client.
- b. Due to the differences in the grain of wood, it is not always possible to achieve exact uniformity when staining a floor; however, every effort will be made to achieve perfection – refer to Section 5.

- c. The client should avoid any contact with the floor during drying times, see Section 4.
- d. The floor should be kept free of water during the drying and curing times.
- e. Carpets and furniture should not be replaced during recommended drying and curing.
- f. It is advised that felt pads should be attached to the feet of furniture to prevent scoring.

4. Recommended Drying Times

- a. The recommended drying times are as follows:
 - i. 4 hours between each coat of oil.
 - ii. 3 hours between coats of lacquer
 - iii. The finishes will be touch dry in 3 hours, but the curing process can take up to 72 hours.
- b. The curing process can tolerate light traffic, however, it is our recommendation that the floor is not used, and we cannot accept any responsibility after leaving the property.
- c. Ensure no water touches the floor for at least 7 days after completion of work.
- d. Artisan recommends maintaining floors with the proper cleaning products. Never wet mop.

5. Staining

- a. All colour samples are a small representation of colour and due to this there may be colour or shade variation when applied to the larger area of the entire floor. Absolute matches are not possible.
- b. Stain colour will vary according to timber species and shades of individual planks.
- c. When the colour stain is agreed, either verbally or otherwise, any changes requested after the staining process has begun will be charged for.
- d. The colour at the moment of application should be checked by the client, as it is their responsibility if a true representation is required.
- e. Due to the technique of staining, skirting may be marked. Artisan cannot be held liable for any marking or redecoration that may be required.
- f. Scratches that are made on the floor, penetrating the seal will show the timber's original colour.
- g. Complete uniformity is not always possible when colouring and finishing a floor by hand.

These terms and conditions are not exhaustive and management of Artisan Flooring reserve the right to change these at any time.

Supply and/or Installation
Terms and Conditions

1. General

- a. The contract is between 'Artisan Flooring & Interiors', also referred to as 'Artisan' within these terms and conditions, and the 'Customer'.
- b. All contracts between Artisan and the Customer shall be governed by Scottish Law relating to the sale of goods, as well as the supply of goods and services.
- c. The customer accepts that Artisan's terms and conditions are preferential to their own and shall apply to all contracts between the two.
- d. Any condition to be invalid will not affect other conditions. Also, a decision not to enforce any condition will not diminish the rights of any party.
- e. Artisan cannot be held responsible for skirtings being damaged on removal/refitting, as we do not know in advance how they are fixed or the integrity of the timber.

2. Preparation of Area for Works

- a. Artisan quotations are based upon cleared areas only, unless otherwise stated. All areas should be cleared prior to works commencing.
- b. The Customer is responsible for re-routing of all cables, wires, etc. that may run across the sub floor before installation. If this prevents an installation proceeding on a booked installation date, this could incur a cancellation charge or waiting time charge. Artisan accepts no responsibility for damage to wires or cables during installation.
- c. Customer should also be aware that upon removal of fixtures/fittings and/or existing floor coverings, should there be any issues/concerns regarding the levelling of the subfloor, Artisan should be notified immediately. Failure to do so may result in charges.

3. Termination

- a. Goods may be cancelled up to point of dispatch and Customer will be liable for any costs incurred as a result of cancellation.
- b. Services may be cancelled no less than 2 weeks prior to work commencement. Failure to adhere to this will result in a charge of £200.00 per day booked.

4. Payment

- a. Where goods are being delivered directly to Customer, payment for the goods must be made in full before the order will be processed.
- b. All goods remain the property of Artisan Hardwood Flooring Limited until paid for in full.
- c. A deposit, as per Booking Notice, is required at the time of confirmation of booking. If deposit is not paid then booking will not be secured. Deposits will not be returned if the customer cancels more than 24 hours after booking.
- d. Further payment, as set out in Customer Invoices, is required on or prior to the delivery or collection of any Goods or on completion of any interim works. If payment is not made, Artisan may be forced to cancel the order.

- e. The final balance, as set out on Customer Invoices, shall be due immediately on or prior to the delivery or collection of any remaining goods or on completion of any remaining works. Time for payment should be prompt.
- f. If the Customer fails to make payment on any due date then, Artisan will use all rights and resources available, within the scope of Scottish Law to pursue full payment, and possible compensation.

5. Deliveries

- a. Where Artisan is due to deliver goods or commence works but is delayed from doing so by the Customer or the Customer's contractors for whatever reason, Artisan shall have the right to receive immediate payment in full for all goods and services supplied.
- b. Should Artisan incur extra cost due to any one or more of the following:-
 - i. Lack of instructions
 - ii. Abortive deliveries
 - iii. Suspension of deliveries or works
 - iv. the site or premises cited for delivery are not ready, cleared or easily accessible
 - v. the site or premises where the works are to take place are not ready, cleared or easily accessible
 - vi. delays caused by third parties
 - vii. or any other factor outside control of the company, such extra cost will be added to the price, and accordingly, the Customer shall be liable for payment to Artisan.
- c. It is the customer's responsibility to inspect the goods at point of delivery or collection from Artisan's premises, or other location agreed between Artisan and the Customer.
- d. Any shortages of delivery, non-delivered or damaged goods must be notified to Artisan no later than 24 hours after the delivery and must be adequately evidenced. If Artisan receives no such notification, the goods shall be deemed to have been duly delivered in full and in perfect condition.
- e. Where delivery is being made directly to the Customer from the manufacturer, every endeavour will be made to advise Customer of current lead times and manufacturer's individual delivery terms and conditions.

6. Completion of Works

- a. On-site, the main contractor will be responsible for providing lights, electricity and clear access.
- b. On-site, the main contractor, if required, will make provisions for safe and secured storage of the flooring products and at all times will be responsible for the health and safety of our operatives on their site.
- c. On completion of floor installation the Customer or site representative will sign off the work.
 - i. Once sign off has occurred the Customer is agreeing to satisfaction of work completed.
 - ii. If there are any disputes, works should not be signed off.

- iii. Sign off is at Customer's discretion. Any damages or marks found in the floor that have been caused by the Fitter will only be rectified if pointed out to the fitter before the Customer has signed off the work. Any damages noticed after this time, i.e. the following day, will be assumed to be the fault of the Customer and will not be rectified.

7. Changes to Terms and Conditions

- a. Artisan Flooring reserves the right to change these Terms and Conditions from time to time.