



# General Terms & Conditions

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The below sets out important information regarding wall damage, door clearance, furniture, shading or pile reversal. Your signature accepts the Terms and Conditions of this contract.

- PAYMENT TERMS:** Please be advised that full payment is required **2 days prior to installation**. Should the job not proceed, deposits will not be refunded.
- DOOR CLEARANCE:** If doors need to be cut to clear, it is best that this is done before the floor covering is laid, and where possible, these doors should be left off until after installation. If it is necessary to remove doors for installation, they will be left uninstalled.
- FURNITURE - PLEASE CLEAR THE INSTALLATION AREA OF ALL FURNITURE:** In cases where the customer has requested furniture to be moved and a charge has been made, all care and attention will be given, but no responsibility accepted, for any accidental damage caused.
- TAKE-UPS:** If you are removing old floor coverings yourself, please leave the carpet gripper/smooth edge in place if new carpet is being installed. If new carpet is not being installed, everything must be removed, and holes filled. Any additional floor preparation required will be at your cost.
- POWER:** Power is required for the installation of floor coverings. Please ensure that this is available, particularly for new homes and units.
- KEYS:** If you will not be at home when your floor coverings are to be installed, please arrange for keys to be available.
- MINOR DAMAGE:** Some marking and scuffing of walls and/or skirtings (below 20cm from the floor level) must be expected due to the necessary floor covering installation procedures. In some instances, these marks and scuffs may require repairing and painting. Please note that these marks and scuffs are not the supplier's responsibility.
- ANY CUT PILE CARPET MAY ADOPT A CONDITION OF SHADING OR PILE REVERSAL. THIS IS NOT A MANUFACTURING DEFECT, AND AS A RESULT, NO CLAIMS WILL BE RECOGNISED.**
- All warranties/guarantees extend only to owner-occupied premises.
- If the installer arrives on site and is unable to proceed with installation due to site issues not related to our contract, then a minimum charge for the "wasted trip" will be incurred by the Customer.

### PASSING OF PROPERTY AND RISKS

Property in the goods shall not pass to the Customer until the goods are paid in full. The Customer agrees that while the goods are in the Customer's possession or control such goods shall be held by the Customer as bailee until payment in full is received by the Company pursuant to this Contract. If the Customer defaults on the payment due to the Company for the goods, the Company may, without prejudice to any other rights it may have, recover the goods from the Customer. Risk in the goods shall pass to the Customer upon delivery of goods to the Customer.

### ALL WORKMANSHIP IS FULLY GUARANTEED FOR 24 MONTHS FROM DATE OF INSTALLATION

**SUPPLY CHAIN / SUBSTITUTION OF MATERIALS:** Supply chain disruptions are creating substantial delays within the greater construction industry, including domestic building and renovations. If any of the products or materials required under this contract are in short supply or cannot be procured within a suitable timeframe to maintain the required installation date, Trevors may, provided that the buyer shall so agree in writing (which agreement shall not be unreasonably withheld), supply an alternative option of equal quality to meet the requirements of the contract.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
Sales Reference



1. When buying timber, you are purchasing a species of wood, not a colour. Variations in colour shading, grain gum vein, features, knots, and texture will occur from batch to batch and sampling. Every timber floor will be different in appearance because no two trees are the same. This is the attraction and unique beauty of a natural timber floor.
2. Timber will change colour once exposed to UV light. This will be evident when rugs and furniture are moved. Over time the colour will even out.
3. Timber will dent and scratch. Please protect your floor by using protective felt pads under all furniture. Ensure the felt pads are kept clean and free from grit and dirt. The best methods to keep your floor clean are regular vacuuming or sweeping with a soft broom. Ensure the vacuum head has no protruding sharp edges (preferably with a nozzle suitable for hard surfaces). Do not use powerhead/beater bar. Provide mats inside and out at entry points to trap dirt and sand before it gets to your floor. Be aware that dirt and sand are abrasive and can be harmful to your floors. Do not use abrasive pads or abrasive liquid cleaners to clean your floor.

Stiletto or similar high-heeled shoes will dent your timber floor.

Pets can damage your flooring. Keep paws trimmed.

4. Do not over wet or saturate your floor. Water is the enemy of timber flooring. Mop up spills as soon as possible. Identify and repair any loose appliance fittings or water leaks.  
Do not use a steam mop on your timber floor.
5. Your flooring needs to be protected from direct sunlight and extreme heat. Use window treatments (such as blinds, curtains, shutters, or window tinting) to prevent damage, excessive expansion, lipping, gapping, checking, and fading caused by the sun's powerful rays. It is recommended on very hot days blinds, curtains or shutters remain closed.
6. Gas and wood heating produces extreme heat, which can dry out the timber. This can result in gapping, cupping, and checking.
7. Maintain suitable temperature and humidity levels within your home year-round. Dramatic temperature changes and/or extreme humidity can cause joints to lip, gap or split. If homes are unoccupied for long periods of time, protect your flooring by maintaining suitable temperature levels and ensuring all exterior windows are covered/protected. Open all internal doors to create one large zone (as larger areas take longer to respond to temperature fluctuations).  
Air-conditioning can affect the moisture levels within your home (refrigerated air conditioning removes moisture; evaporative air conditioning adds moisture). The use of a dehumidifier or humidifier are advised to prevent high/low humidity levels. As timber is a natural product, it will move, expand, and contract with seasonal changes.
8. When moving furniture, it is recommended to lift and not to drag or push to avoid damage.
9. It is normal for up to 5mm in downward movement in boards. A hollow sound within the floor is normal. This applies to both floating and direct-stick methods of installation.
10. Minor lipping of boards is normal.
11. Underfloor heating is not recommended with our products.
12. Use only manufacturer recommended pH neutral cleaning products.
13. Timber flooring is not recommended for wet areas. i.e., bathrooms/laundries.

14. Do not fit skirtings hard on top of the flooring. A suitable gap must be left for the product to expand and contract to prevent possible damage. Skirting may highlight undulations within the sub-floor tolerance resulting in gaps where the floor meets skirtings. Caulking is not recommended as it prevents the timber flooring from expanding and contracting.
15. Do not put any fixtures through your flooring this will prevent expansion and contraction of your flooring, leading to possible damage.
16. All products are for indoor use only.

**PLEASE REFER TO MANUFACTURERS' WEBSITES FOR FURTHER CARE AND MAINTENANCE DETAILS**



- Power and lighting must be available for works to commence.
- A clean, clear site must be provided. Clear access is required. We do not remove or replace furniture.
- It is recommended that all tiling is completed, and the areas to be installed are free of other trades.
- Our products require a sub-floor specification of no deviation being greater than 5mm over 3 metres. (Please note that builders are only required to finish their floors to 12mm over 3 metres).
- Sub-floors do not need to be flat but need to be within tolerance.
- Floor preparation done by others, must be within our product's required specification, and the sub-floor must be clear and free of grout, adhesives, or other contaminants.
- Any additional floor preparation including but not limited to grinding, screeding, or sanding to bring your sub-floor within specification will be required to be charged accordingly.
- Please understand that even with correct floor preparation, the installed floor will never be completely level, as this is almost impossible to achieve. You may still notice some irregularities, unevenness, or downward movement.
- When contracted to uplift existing flooring, we will be unable to assess your sub-floor until the existing product has been uplifted. We can assist you with advice on the condition of your sub-floor once the floor is clear, as to whether floor preparation is required and likely costs. Floor preparation is a specialist trade and may require a specialist rather than your installer to prepare your sub-floor.
- Our installers need a covered area to cut and work in. This needs to be a minimum of 6sqm.
- The nature of our work means there will be dust. To reduce cleaning after installation, it is recommended that you cover items/bench tops/furniture and appliances with plastic sheeting for protection.
- It is common practice to undercut doorframes to allow expansion in your flooring. Some paint damage may occur which may need touching up by the client.
- Although all care is taken with your installation, sometimes small chips and marks on walls are unavoidable.
- It is not common practice to fill pin holes in scotia/beading.
- Doors may have to be removed if there is insufficient clearance for your new floor. It is the client's responsibility to have doors shaved and re-hung.
- The removal, replacement of balustrades or stringers is the client's responsibility.
- Kitchens, fittings, cabinets, and robes should be fully completed before your flooring is installed.
- For header boards (direct stick installation only) to be installed against ceramic tile areas, the tiles need to be set at an appropriate height and level across the doorway to allow a flush finish, as timber cannot be twisted to suit.
- Net fitting timber to frames and kitchens is not recommended due to expansion and contraction of your flooring. A silicon/caulking option is available (please discuss with your salesperson).

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Customer Signature

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Date

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Customer Name

\_\_\_\_\_  
Sales Reference