

# WOOD INSPIRATION LTD

## Terms and Conditions. Useful information on acclimatisation, fitting and maintenance.

### DELIVERIES

All deliveries are made to the pavement only, the driver is unable to carry goods into the customers' premises. Please advise us if the delivery address has restricted access or other parking issues.

The driver will unload the goods from the vehicle but it is the customers' responsibility to ensure sufficient help is available when the delivery arrives.

**All goods need to be checked before opening. Ensure you have the wood that you ordered. We can only accept returns as unopened boxes. Please see our returns policy.**

On occasions, the delivery may be made by a courier company, including (depending on the size of the order) a pallet service by a large lorry. You will be informed prior to delivery if this is the case.

Any outstanding balance for goods will be due before delivery, if a payment is unable to be made, delivery will need to be arranged.

Deliveries are made between 8 am and 5 pm. We will endeavor to give a time, however when using couriers it may just be am or pm. We make every effort to adhere to an agreed delivery date but can accept no liability for circumstances beyond our control.

### ACCLIMATISATION

Acclimatisation is the time the flooring should spend in the fitting location prior to installation.

**Always leave the flooring in the sealed packaging. Engineered flooring – 48 hours**

**Multiply flooring – 48 hours**

**Solid wood flooring – 7 days**

### STORAGE

Once delivered to site the flooring should be laid flat in the area of installation, away from drafts. Ensure all wet work is complete and dry before storage.

### GRADING

**Grade A (Prime)** Very few knots, more consistent in colour.

**Grade B (Select)** Small knots allowed, more variation in colour.

**Grade C (Character)** Larger and more frequent knots, more colour variation allowed. **Grade D (Rustic)** No limit to amount of knots or colour variation.

**Mixed Grade A** combination of the above grades.

### UNDERFLOOR HEATING

Engineered floors can be installed and guaranteed on underfloor heating, but **manufacturers' installation instructions must be followed**. Solid wood floors are not guaranteed on underfloor heating.

### PRIOR TO INSTALLATION

**It is the customers' responsibility to check the flooring is correct and free of visual faults prior to installation.**

### DAMP PROOF MEMBRANE (DPM)

When installing a wooden floor it is important to protect it against damp and moisture. This can be achieved with a DPM. Solid wood requires a liquid DPM to be applied to the floor, while engineered requires a DPM sheet or suitable underlay.

### FITTING

Always follow manufacturers' instructions when installing your floor (instructions enclosed in wood packaging).

**Wooden Subfloors Engineered wood floors** can be installed onto wooden subfloors using a floating system (this is when the wood floor sits on top of an underlay and is not secured to the subfloor). **1)** First make sure the subfloor is in good condition and even. **2)** Check if soundproofing is required. This can be achieved using a sound-reducing underlay. **3)** The engineered floor is then installed using PVA adhesive when using a tongue and groove fit.

**Solid wood floors** are not a floating system and require full fixing to the subfloor. We recommend the use of a power nailer or porter nailer on wood and concrete, a recommended flooring adhesive. **1)** First make sure the subfloor is in good condition, any loose floorboards should first be secured. If you wish to run the new flooring in the same direction as the original floorboards, a 6mm ply board may be required first. **2)** Each plank of solid wood flooring should be secretly nailed, each nail should be fired through the tongue of the board, at least three nails per board every 6 apart.

**Concrete Subfloors Engineered products** can be installed on concrete floors the same way as on wooden subfloors (see above) except for the use of a damp-proof membrane being laid first (see Damp Proofing). **Solid wood floors** have to be fixed to the subfloor to achieve this the following should be carried out. **1)** First make sure the subfloor is level, any unevenness should be leveled using a recommended screed or leveling compound. **2)** A liquid DPM should be applied to the subfloor, the flooring should be installed using a recommended adhesive.

### Recommended Fitters

If a fitter is recommended by Wood Inspiration Ltd, the responsibility of the installation is between the fitter and the customer.

### PAYMENT TERMS

Bespoke and special order products require 50% deposit prior to order.

**Title of goods remains with Wood Inspiration Ltd until full payment of goods is received.**

Any outstanding balance requires payment in full prior to delivery. Failure to settle the outstanding balance may result in the cancellation of delivery.

### WASTAGE ALLOWANCE

We recommend between 5% to 10% wastage when installing a new floor depending on the quantity required.

### INSPECTIONS

The first inspection will be carried out by Wood Inspiration Ltd. If a further inspection is required by an independent inspector a charge of £250 plus VAT will be applied. This amount will be refunded if the goods are proven to be faulty.

### CUSTOMERS OWN SIZES

Our trained staff are happy to calculate the amount of flooring required from the customers' own or their contractors' measurements, but accept no liability for excessive wastage or shortages.

### RETURNS POLICY

**Stock Items** can be returned to Wood Inspiration Ltd is subject to a 30% restocking fee. Returns must be made within 28 days of collection or delivery of goods. **All packaging must be in good condition.**

**Special Orders** unfortunately we are unable to accept returns on special order products from outside suppliers. **Bespoke Orders** due to the nature of these made-to-order products we are unable to accept any returns on bespoke products.

### ALTERNATIVE PRODUCTS

Due to stock levels, it may sometimes be necessary to offer a like-for-like alternative to the product ordered.

### FLOOR CARE

**Solid and Engineered flooring** Always ensure that the flooring is vacuumed or swept prior to cleaning the floor to prevent any grit from damaging the floor.

### Lacquered floors

Can be cleaned using a recommended wood floor cleaner. Always follow manufacturers' cleaning instructions, ensure not to get the flooring too wet.

### Oiled floors

When cleaning oiled floors it is very important to use the recommended cleaner, some products contain detergents, which damage the oil finish when applied to the wood. No matter how well or often you clean your floor eventually it will need a coat of maintenance oil. This can be applied by hand or machine. Always follow the manufacturers' instructions when cleaning your oiled floor. With good maintenance, an oiled floor can give years of life.

### WOOD FLOOR GUARANTEES

Most wood floors are guaranteed for a minimum of 10 years, some manufacturers offer longer guarantees of up to 25 years. **All guarantees are offered by the manufacturers not Wood Inspiration Ltd. Details available on request.**