

YOUR ORDER

Your order is a legally binding contract under which you and The Carpet Place have rights and obligations. If you are unsure of your rights or obligations now, or at any time during the contract, please seek independent advice.

All delivery dates are estimates given in good faith. Fitting appointments are made on your behalf with independent fitting contractors and due to the nature of fitting work, exact arrival and completion times, cannot be guaranteed.

Exact colour and texture matching between separate pieces of carpet, and especially between four metre and five metre rolls, cannot be guaranteed.

DELIVERY AND FITTING

The Carpet Place act as agents for local independent self-employed floor covering installers and can arrange for one of these to deliver and / or fit your purchase under a separate agreement between you and the installer. The Carpet Place retains full responsibility for its products and services, the fitter is responsible for the standard and quality of the work and any liability arising from the installation.

Rooms must be cleared of furniture and old floor coverings before the fitters arrival unless arrangements are made with the fitter in advance. An additional charge may be made for this work. Failure to clear rooms, prior to fitting, may result in delays and / or the inability to carry out the work at the appointed time and The Carpet Place accept no liability for any such delays.

Fitters undertake to carry out their work with reasonable care and skill but even with the greatest care, home decor may be marked or scuffed during the fitting process. New paint work and wallpaper should be allowed to fully dry and harden before fitting, a minimum of 2 weeks is recommended.

Doors may need to be trimmed to allow clearance. This is not part of the fitting work unless this has been specifically agreed. This is specialised carpentry work, which fitters are unable to undertake. In the event that the doors do not have sufficient clearance for the carpet, the fitters may remove the doors to allow fitting and leave the doors ready for you or your appointed carpenter to carry out the trimming and rehanging.

YOUR FLOOR COVERING

Please ensure that the floor covering received is the one you ordered, the correct colour and size, and that it is inspected for apparent faults by yourself and your fitter, before fitting commences. If, on inspection, you have any doubts please contact The Carpet Place store immediately. However, in all cases complaints will be dealt with in good faith.

Carpet is a soft, luxurious product and flattening of the pile will occur as a natural result of use. The sides of the pile appear a slightly different shade in colour to the ends and so any flattening will change the apparent colour of the carpet and this can be patchy when the use of the carpet varies in different areas. Such shading and flattening is not a fault. Areas where foot traffic twists and turns (for example near stairs and in front of seating) can be especially prone to such changes in appearance. Berber carpets use random blends of colours, which as a result may give a lined effect. In no way do any of these characteristics effect the wearing properties of the carpet.

During transportation and storage, carpet pile may become slightly crushed and this may show as shaded bands across the pile. These will disappear as the carpet settles into its new environment and as the pile is flexed through use and vacuum cleaning.

All carpets benefit from the installation of good quality underlay. Re-using existing underlay may result in abnormal flattening of the pile. We advise that stair carpet position should be altered at least once a year. This service is available to all our customers at a nominal fee. No wear complaint will be entertained unless this service has been carried out by us. Pulls or runs in loop pile carpet cannot be considered a complaint. We do not accept responsibility for customers own measurements being incorrect. All goods supplied and fitted or delivered remain the sole property of The Carpet Place until this invoice is paid in full.

CANCELLATION AND REFUNDS

As your goods are prepared to your specific requirements, we may make a charge to reflect our reasonable costs if we accept a change or cancellation of your order unless we are in breach of the contract or neglect.

If a refund is agreed it will be issued by the store depending on the amount of the refund and / or the original payment method. Credit and debit card refunds can only be made to the card used at the time of purchase.