

Cross Cut Floors (PTY) LTD
T/A Flooring Hub Cape Town
Unit 8 Highway Park
Gold Street
Northgate Estate
Paarden Eiland
Cape Town
(021) 510-1598
capetown@flooringhub.co.za
www.flooringhub.co.za
Reg. No. 2014/229189/07



TERMS AND CONDITIONS

Dear Valued Client:

Thank you for allowing Flooringhub the opportunity to provide you with a quotation.

1. Warranties and Claims:

Please ensure to keep these important documents:

- Tax invoice
- Signed terms and conditions
- Signed Client satisfaction sheet (includes product and Installation warranty)

In order to make any claims on product/installation guarantees and warranties all the above mentioned documents are required.

In order to process a claim an independent inspection will be undertaken by the manufacture. If it found that no fault is attributed to Flooringhub or the Manufacture an additional call out fee may occur and the Client agrees to pay for any costs that may be incurred during the inspection process and that no cost will be withheld.

2. Ownership:

Kindly note that all goods will remain the property of Flooringhub until paid in full.

3. Payment

- All material is paid in full upon acceptance of the quotation. Ordering of stock can only take place once funds reflect in Flooringhub's bank account.
- Once an installation date has been confirmed, a 50% deposit of the labour cost is to be paid.
- On completion of installation the final payment will become due.
- Interest will be charged at 2.5% every 48hrs on overdue accounts.

4. Cancellation

If orders are cancelled, a 15% handling fee will be charged.

Blinds, shutters, artificial lawn, navilon and carpet orders cannot be refunded if ordered correctly and are in the process of being manufactured or cut.

Cancellation of installation will be accepted when made 48hrs prior to installation date.

A cancellation fee of R 2,500.00 will be charged in the event that our contractors arrive on site and are turned away.

5. Assessment and Installation:

- All quotations are subject to an on-site assessment, to be complete by a Flooringhub staff member.
- With vinyl and laminate quotations an additional 10% or in some cases 15% wastage must be added, depending on the amount of cutting that needs to be done.
- Whilst every care has been taken to ensure accuracy in quoting, it is not always possible to completely view the subfloor and unforeseen circumstances and delays may occur during the installation process. The additional items needed will be discussed with the client and quoted for accordingly.
- The condition of the sub-floor (if carpeted) can only be seen once the carpet has been removed by the installers on the day of the installation.
- Moisture reading for sub floor must be less than 12% for guarantees to be valid. Excess moisture content must be resolved prior to installation.
- Should existing floors be uplifted and subfloor found to be uneven, screeding will be necessary and in accordance to Flooringhub Standards, in order to honour the product Warranty. Should the Client refuse to screed a Warranty waiver must be signed.

6. General

- Flooringhub is not responsible for any costs incurred due to inaccurate measurements or other incorrect information given by the Client to Flooringhub.
- Flooringhub regrets it is unable to store goods except by special arrangement prior to purchase. Flooringhub does not take responsibility for goods held or stored longer than 6 months.
- It remains the Client's responsibility to check the quotations and assess that all is in order.
- Unopened, unused, uncut and undamaged products may be returned to the store by the client within 7 days of completed installations. A 15% handling fee is requested by selected manufactures and will be for the clients account. We do suggest that the Client keep at least one box of flooring in case of accidents. Please note all refund requests has to be sent to the supplier and can take a further 14 working days to pay out. In the interim all accounts need to be settled prior to refund.
- It is the Client's responsibility to inform the installation team of any water/electrical piping in the floor/walls that lie just below the surface, any resulting damage from pipes being broken during installation will not be for Flooringhub's account.
- Whilst every care will be taken, accidental damage caused during moving furniture will not be covered by Flooringhub. Fitting teams will help remove wiring that is glued/nailed to old skirtings, but they are not qualified electricians and any resulting damage will not be for Flooringhub's account.
- Should Flooringhub need to hire equipment such as dehumidifiers/generators as a necessity for work to commence, this additional expense will be discussed with the client and will be for the clients account.
- Should the installation be carried out in a complex, please ensure that the fitting team has permission to gain entrance and that security staff are aware of our presence onsite. Please notify Flooringhub of requirements necessary to gain entrance ie Identification/Documentation and complex "quiet times" which will affect their ability to work.
- Texture, length, dye batch or pattern variances may occur. For this reason an exact match is often not possible and is neither an installation nor a product fault.
- Peaking/raised carpeting seems do not constitute as an installation or product fault and is caused by the thickness of the heated joining tape under the carpet.
- Not included in the standard fitting fee is moving of furniture, electrical equipment, removal and cutting of doors, leveling or screeding sub floors, removal of tiles/parquet/marley type flooring.
- Flooringhub does not accept responsibility for paint/silicon damage to skirting's walls or adjacent surfaces that have not been allowed to properly dry.

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- Best endeavors will always be made by Flooringhub, to carry out work or delivery of goods in accordance with pre-arranged dates, however no guarantees can be given and Flooringhub cannot be responsible for consequential cost resulting from delays.
- Before our team arrives breakable/valuable items, TV's, music centers, computers etc. should be removed from the working area.

An authorized signatory is to be available on completion of installation in order to sign satisfaction sheet.

By accepting these T&C, you are deemed to have read, understood and agreed to all items above.

Kindly return this page signed in acceptance.

Thank you for doing business with Flooringhub, all our staff are extremely knowledgeable and friendly, please do not hesitate to contact them with any queries.

NAME (PURCHASER)

SIGNED (PURCHASER)

DATE

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NAME (FLOORINGHUB)

SIGNED (FLOORINGHUB)

DATE

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