

Please refer to our standard terms and conditions relating to the sale of your goods which can be viewed here: <https://maincompany.co.uk/wp-content/uploads/2024/02/consumer-terms-and-conditions-10012024.pdf>

We have included additional terms and guidance below which apply to the sale of our goods.

It is your responsibility make sure enough flooring has been ordered, including to account for any wastage. All our timber is hand made in batches and may vary from one to the next and an exact match for surplus batches may not be possible.

Please ensure at least 10% extra has been calculated to allow for wastage/cutting and defects up to 5% industry standard. It is up to your fitter to grade out any pieces unfit for use. We advise that you never lay a piece that is deemed unfit for use.

Please ensure ALL wet works including plastering, screeds, tiling and painting are completed and fully dried before the flooring enters the environment to acclimatise.

Dehumidifiers should not be present in the property when the flooring is delivered.

Please check the inventory of the goods at time of delivery and notify us of any discrepancies or defects as soon as possible. This does not affect your rights under consumer law as referred to in our standard terms and conditions.

ALL FLOORING BOARDS WILL BE PACKED IN FOURS. PLEASE ENSURE THESE BANDS ARE LEFT INTACT WHILE THE GOODS ARE BEING ACCLIMATISED.

The relative humidity of the property should be between 40-60% when the flooring is being acclimatised with the temperature of the house consistent to the final living conditions of at least 18 degrees.

Place floorboards in the room you want to install for the given time period, to let them acclimatise. Please let your floor acclimatise for 5-7 days in an environment consistent with the final living conditions. This will allow the boards to expand or contract according to the room's conditions.

Once the environment is stable the flooring can be acclimatised, the flooring should be laid on some lats to allow air circulation. The floor should then be stacked in packs with air gaps in between the boards. The bands should only be cut as the floor is being fitted.

The floorboards should be moisture checked before installation, all engineered flooring orders are moisture checked and recorded prior to leaving our factory. The boards will leave our factory between 6-10%.

Prior to installation, it is the installer's responsibility to determine that the site environment and subfloor conditions are suitable to lay the floor. Proper moisture barriers must be put in place before installing the floor.

Controlling flooring moisture content throughout your floor's life is critical. Your floor has been engineered and is more stable than solid flooring, but please be aware the floor can still move or delaminate if exposed to excessive moisture. The amount of movement varies depending on the preventative steps taken at the time of installation, the key areas here are acclimation, moisture barrier application, fixing and the stability of the home environment before and after the installation. It is important to control levels of moisture within the environment.

WE CANNOT BE HELD RESPONSIBLE FOR ANY FAILURE OR DEFECT IN RELATION TO THE GOODS CAUSED BY AND/OR ARISING FROM POOR FITTING, SUB FLOOR CONDITIONS, MAINTENANCE OR ENVIRONMENTAL CONDITIONS.

Delivery

Please refer to our standard terms and conditions relating to delivery of your goods which can be viewed here: <https://maincompany.co.uk/wp-content/uploads/2024/02/consumer-terms-and-conditions-10012024.pdf>

We have included additional terms and information below which apply to our delivery of goods.

There are two main methods of delivery: palletised delivery and courier. Delivery costs will vary depending on the delivery option you choose, and you will be responsible for paying any applicable delivery fees and related charges in full.

Palletised

Palletised delivery is generally cheaper, but it will be your responsibility to remove the flooring from the vehicle which in most cases is a large haulage truck, namely a 7.5T lorry. Please note that drivers usually do not help unloading - It is your responsibility to organise the unloading of goods from the pallet into the property. Please ensure that there is a forklift truck on site or a team of people to unload the goods. There may be additional surcharges enforced by the courier if the vehicle is made to wait longer than 30 minutes and you will be responsible for paying any such charges.

Courier

The courier is generally a more expensive option but, if requested prior to delivery, they may agree to unload the goods from the vehicle and place these in any downstairs room of your choice. It is important that you provide us with accurate information required so we can obtain an accurate quote for you. If you identify any damage to the goods upon delivery, it would assist us if you could take images of any pallet damage in situ.

As stated in our standard terms and conditions, whilst we will make efforts to provide you with a delivery date, we are unable to guarantee a delivery date and time of delivery.

If you fail to accept delivery at the time agreed with you, pursuant to our standard terms and conditions, we will be entitled to cancel your order and require you to pay compensation to us, including reasonable storage and insurance charges incurred by us in connection with your undelivered goods.