

Terms & Conditions

1. Quotations are valid for 1 month, unless otherwise agreed. Acceptance of our quote/invoice for goods means that you have read and accepted our terms and conditions which are clearly shown on our website.
2. Our quotation includes the work as detailed only. Any changes or additions to the description of works will be charged accordingly and at the discretion of Floor Sanding Partners Ltd.
3. A deposit will be asked for to secure jobs in the diary and where possible any chosen additional works must be booked in/agreed upon prior to the start date.
4. Upon selecting diary dates for planned works by us, a deposit must be paid, 50% of which is non-refundable in the event of cancellation or late notice to re-schedule. Should planned works proceed as scheduled, the entire paid deposit amount will be deducted from the final invoice sent on completion.
5. Cancellation of agreed work dates within 7 days of due/start date, will render the full deposit non-refundable. If we are unable to carry out planned works due to no fault of our own, the full deposit will also be rendered non-refundable.
6. If floorboards, wood or other materials are purchased on behalf of the client, payment up front will be required for said materials.
7. All goods/finishes remain the property of Floor Sanding Partners Ltd until full payment has been made. If you fail to pay us at the agreed date we may charge you interest at the rate set under late payment of commercial debts interest act 1998 calculated on the daily bases from the date of your invoice until payment day.
8. Payments are accepted by Cash, Card, Pay Pal, Bank Transfer and Card Reader.
9. Payment terms are on completion of work unless otherwise stated.
10. Full payment must be made on completion of work.
11. Scheduled dates may be subject to unexpected change/Cancellation.
12. Floor Sanding Partners reserves the rights to change/update these Terms and Conditions from time to time.
13. Unless otherwise agreed, areas should be cleared and cleaned in readiness for work to commence.
14. It is the client's responsibility to ensure rooms are completely empty of furniture and other tradesmen at the start of work. Curtains should be taken down or tied back where possible and wires should be taped up so that they do not touch the floor.
15. If rooms are not left empty, although we will be pleased to help with or move furniture, whilst every effort will be made to be careful, Floor Sanding Partners cannot be held liable for any damage that occurs during the removal or movement of furniture.
16. Whilst every effort is made to minimize damage, some scuffing/markings of the skirting boards may occur during the sanding/staining process. We cannot be held responsible for this.

17. During on-site work, the main contractor/customer will be responsible for providing lights, 240v electricity, clear access and heating if necessary.
18. Customers are responsible for the disposal of all waste material produced from work carried out to their property. All waste will be neatly bagged and left in a convenient location of your choice.
19. Our sanding process is reported to be 97% dust free. Small amounts of dust will be produced and this may be further affected if a large amount of hand sanding or repairs are necessary. Floor Sanding Partners will not be responsible for cleaning in other areas of the house.
20. Please note that all sanding machines generate noise and our team must wear appropriate ear defenders to minimise sound exposure, customers must not be within close proximity of these machines whilst in operation without ensuring suitable ear protection (not supplied by Floor Sanding Partners Ltd.)
21. Please note that Resin used for gap filling produces a moderate odour while drying therefore rooms must be well ventilated where possible to minimise inhalation.
22. Where possible hours of work will be 8am – 5pm, Monday to Saturday, however due to the nature of the sealing process staff may have to make site visits at any time. If a client requires the sanding/sealing operation to be conducted overnight there will be an additional unsociable hours charge, which will have to be discussed and agreed with Floor Sanding Partners Ltd prior to commencement of activity.
23. Although due care and diligence will be exercised by Floor Sanding Partners Ltd, due to the nature of the machinery used, decoration and skirting may be liable to marking. Floor Sanding Partners Ltd cannot be held liable for unavoidable marking nor the costs of redecoration.
24. Repairs will be carried out as necessary to ensure the floor surface is good unless otherwise instructed by the client. It is the client's responsibility to ensure that our team are made aware prior to works, of any specific floorboards that they wish to have replaced/repared. Sub-structure repairs will only be made after consultation with the client. If repairs are required an estimate will be supplied to the client and the cost of the said repairs will be over and above the initial estimate submitted.
25. Reclaimed timber cannot be guaranteed to be the same colour or age as existing timber/floor. Supply of reclaimed timber is in accordance with the market availability.
26. All colour samples are representative and may vary due to individual conditions.
27. Once colour has been agreed, verbally or otherwise, any subsequent changes will be chargeable at full job rate.
28. It is the client's responsibility to check suitability of colour at moment of application. Upon application of sample colours, our team will allow up to 1 hour for a decision to be made after which our team will either choose a colour or decide to omit a stain option based on what they feel is best.
29. Due to nature of application technique, skirting may be marked during colouring. Floor Sanding Partners Ltd cannot be held liable for marking or redecoration.
30. Complete uniformity is not possible when hand colouring and finishing a floor. Although every effort is made to achieve the best possible result we cannot be responsible to repair inconsistencies in floor colour, Wood floors may react to Stain Colours or Varnishes we use. Floor Sanding Partners

cannot be held responsible for floor reaction as the floor reaction cannot be identified prior to the work carried out.

31. Where any reaction post our work that could not reasonably have been foreseen prior to work commencement occurs, we will continue works to aim to achieve the customer's desired effect. Failure to allow these further corrective works will result in the final invoice being sent regardless allowing 28 days to clear the balance before legal action is sought.

32. Floor Sanding Partners will not accept liability for any defects due to excessive heat/cold/humidity/dampness which is beyond our control, or for any damage caused to the floor by others after completion of works.

33. Seal longevity is dependent on traffic conditions and maintenance carried out by client.

34. We recommend maintaining floor with professional maintenance products only.

35. Seals are generally touch dry in 1 hour [this may vary depending on the product used] and oils can take up to 6 hours. It is the client's responsibility to make arrangements to avoid contact with seals during curing time. Seals require 24-hours curing time. Floors should not be covered, nor furniture replaced, until the curing process is complete. Floor Sanding Partners cannot be held liable for marking to floors after the work is complete.

36. We recommend that after the floor has been sanded and sealed you attach pads to the feet of all furniture. This will prevent un-necessary scratching and will increase the life of the floor. We cannot be held responsible for wear and tear on the finished floor.

37. Floor Sanding Partners Ltd will not guarantee and cannot be held responsible for the natural movement of wood flooring, gap filling using resin and wood slivers which can drop/pull out at any time.

38. For any product purchases; Full payment for all items must be received by Floor Sanding Partners Ltd before the order is placed with our suppliers.

39. Products ordered from our suppliers must be directly delivered to our shop address; 144 Portland Road Hove, BN3 5QL it is your (the customer's) responsibility to arrange collection of this and delivery to your preferred location.

40. Floor Sanding Partners Ltd will inspect any delivered product for any visible defects or damage, you must also inspect these at point of collection. Floor Sanding Partners Ltd will not be held responsible for any reports of damage once the products have been collected from our premises.

41. Wood, Laminate and LVT may be returned in unopened packs of 5 or more in a resaleable condition within 14 days of delivery to our shop. Any agreed returns will incur a 20% handling & restocking fee to cover recollection costs.

42. All accessories including scotia, thresholds, nosings and underlay are non-returnable unless faulty/defective.

43. You (the customer) understand that our wood boards displayed within our shop are samples of that particular product, they may not be a true representation of the actual product you receive as wood is a natural product therefore variation in colour/character is possible.