

**JULIAN HURST CARPETS, VINYL & REAL
WOOD FLOORS LIMITED (Est: 2005)
T/A JULIAN HURST INTERIORS**

TERMS OF BUSINESS 2026

1 Introduction.

- 1.1. Thank you for allowing us to quote/supply your new flooring. It is very important that you are happy in your dealings with us. We aim to give you reliable high-quality services that demonstrate a thorough knowledge of our industry and your needs.
- 1.2. When you instruct us and we agree to accept your order a contract is created between us, Julian Hurst Interiors, and you, which is subject to rules and regulations, both professional and statutory. In addition, we may work according to certain approved methods and standards.
- 1.3. Our 'All Inclusive' carpet offer comprises of the carpet, our Eco-friendly 9mm luxury underlay, Gripper, Alloy or Anodised single/double Naploks, delivery, expert measuring, written quotation, and installation to BS5235 – 2011 including any relevant product Warranty and a 1year installation Guarantee.
- 1.4. Areas under 15 square metres i.e., Bathrooms, box rooms, toilets, open plan or spiral/helical/floating staircases, non-standard staircases and staircases up to loft rooms are subject to a surcharge.
- 1.5. The taking up, carting away and disposal of any existing floorcovering/s, removal and replacement of furniture, trimming of doors, supply and application of any stain protection treatment, preparation of any sub-strata and other works are provided on a chargeable basis.
- 1.6. Payments received by telephone, email, bank transfer etc. are deemed to be acceptance of our Terms & Conditions of Business detailed herein. A 50% deposit will be required to process all orders. When installations are phased for reasons of practicality, tranche payments shall be pre-agreed with you. Interest at 8% will be applied to all balances 3 days after completion unless agreed otherwise. Balance/s are/will be charged to any originating account details provided.
- 1.7. If you have already asked us to start work for you, e.g., by giving initial advice or by acting in an emergency, we have done so on the understanding, unless agreed otherwise, that these terms apply from your initial instruction.
- 1.8. We use skilled qualified contractors and collaborate with them in accordance with the Good Business Charter.
- 1.9. Installations cancelled 72hours prior to the agreed start date or when goods have been received, or cut are subject to re-stocking and/or an administration charge of 15% of the total order value. Cancellation of orders for carpets and vinyl under four linear metres or for specially made, dyed/bespoke products is not possible once placed/received.
- 1.10. Data required outside of our quotation i.e., quantities of materials and/or other technical data will be provided at a

charge of £210.00 Inc. VAT. Reimbursed to you on instruction to proceed with our quotation.

- 1.11. Quotations required for insurance purposes are charged at £210.00 Inc. VAT to cover our visit, measure, planning, and administration. We will happily refund this charge upon receipt of you or your insurers instruction to proceed.
- 1.12. Sample colours can differ from the product supplied complying with current manufacturing tolerances. Carpets are textiles and as such the colour tone can vary dependant on which way the 'pile' is brushed or lies. Pile reversal is not a manufacturing fault.
- 2.0. As with any new product any residual odour will dissipate.
- 2.1. Goods are stored for a total of 10 weeks free of charge, thereafter at £42.00 Inc. VAT per week. Any outstanding balance must be paid in full.
- 2.2. The cost for the trimming of doors is charged at £65.00 Inc. VAT. per door. Note, chipping can occur cutting across the grain of the timber for which we do not accept liability and do not repair or repaint subsequently. Any residual timber will be left on site unless agreed otherwise.
- 2.3. Delivery/installation dates/times quoted are approximate.
- 2.4. Provision for electricity/gas/water are made freely available to us.
- 2.5. Joins required are discussed and agreed beforehand unless extenuating circumstances dictate otherwise.
- 2.6. Wall hangings and electrical items must be removed prior to our arrival.
- 2.7. Please ensure that any existing flooring has not been fitted under the architraves of door frames, skirting boards, bath panels and kitchen carcass plinths etc. Should the new flooring be 'thinner' a gap will remain.
- 3.0. When floor coverings are stuck fast, damage can occur upon their removal, if so, we will provide a separate quotation for any remedial or corrective works necessary.
- 3.1. Unsupported skirting boards can split away from walls and risers. On staircases, the treads can part from the riser through the pressure of the tools we use and as such we do not accept responsibility for this.
- 3.2. Liability is not accepted for damage caused to ceilings below through vibration when carrying out remedial or preparatory works using staple hammers/electric staplers, ring shank nails and/or power tools.
- 3.3. We are not responsible for any damage caused to wall tiles fitted to floor level when we are fitting any product.
- 3.4. Tiles should be cut in a straight line across the internal architrave upright. A straight finish to the edge of the tiles cannot be achieved if they are staggered.
- 3.5. Complete evenness across concrete and wooden sub-strata's is not possible when we apply combinations of latex compounds and plywood.

- 3.6. When we apply latex self-levelling screeds, or other materials, our remit extends only to making sub-strata smooth to parameters set by manufacturers to accommodate the flooring product/s selected. **We do not make floors level.**
- 3.7. Kitchen units, fitted furniture and sanitaryware should not be installed over 'floating' flooring systems.
- 3.8. Floating, glue-less products are installed in 'zones' with the required expansion gap at the doorways and dressed using an appropriate door bar. The running of floating floors through doorways contravenes installation guidelines and will invalidate any warranty provided.
- 3.9. To avoid 'pinch points' skirting boards and any End panels should be affixed after the new flooring has been installed leaving the appropriate gap under them for expansion/contraction purposes.
- 3.10. It is you/your contractors' responsibility to carry out testing for moisture in any sub-strata to ensure that readings are within the tolerances required for the receive the product/s we are supplying and installing. All technical guides are available upon request at no cost.
- 3.11. Preparatory works and installations are carried out in accordance with manufacturer's guidelines and as such the above points are not exhaustive.
- 4.0. Responsibility for any remaining gaps after installations under skirting boards not originally being within industry tolerances is not ours. We do not repair or cure squeaky floorboards or repaint chipped paintwork.
- 4.1. Please make our operatives aware of the location of pipes and cables of concern prior to the start of any work.
- 5.0. We may supply a higher specification product/s – at no additional cost to you – to prevent installations being cancelled by us.
- 5.1. Warranty compliance: all carpets must be professionally cleaned annually by us or our appointed agent/s and any hard floors maintained in accordance with the manufacturers' instructions.
- 5.2. We are unable to accept liability for marks, scratches, rips or tears to walls, fabrics, furniture and woodwork or the chipping of paintwork on skirting boards and doors (except when caused by our negligence) as it can prove extremely difficult to manoeuvre carpet, furniture, appliances, and other items around spaces safely and as such is sometimes unavoidable. This also applies to the use of tools and materials used to carry out work to British Standard. We always work with skill and care as detailed within the Consumer Rights Act 2015.
- 6.0. Our Price Pledge does not apply to price comparison websites.
- 7.0. All Communications between us are Private and Confidential and as such the sharing of which is strictly prohibited. Any information we provide can only be disseminated or shared with our written consent.

- 8.1. If you feel there is any way in which we can improve our service to you, please let us know. We keep under review our service to our customers and your suggestions may be very helpful. We also use surveys to obtain customer feedback and would ask you to complete any such survey if you receive one from us or any agency on our behalf.

- 8.2. Our quotations are valid for 30 days.

- 8.3. For Health & safety reasons, we cannot work without footwear and do not use protective over-shoes.

In compliance with the General Data Protection Regulation (25th May 2018).

- 9.0. We take your privacy very seriously and will only ever use information about you, including your email address, solely for the purposes of the business you have engaged us for. You will have the opportunity to opt out of receiving communications from us at any time we contact you. If you are not happy with this, please reply to any communication from us to advise us. If we don't hear from you and in line with the new regulations, we will assume you are happy to remain on our mailing list. You can opt out from any mail we send you at any time by sending in a written request.

COMPLAINTS POLICY.

The business always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied. To ensure the business can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact the business straight away with any concerns either by phone, email or write to us. If writing, get proof of posting.

Business Complaint Procedure

On receipt of your complaint the business aims to respond within 5 days. The business will arrange a convenient date to come and view and/or remedy the situation within 28 days. In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution

Hard floors.

Complaints are dealt with in accordance and are governed by BS 8201:2011. Code of Practice for installations of wood and wood-based panels states 'Floors should be inspected from a normal viewing position either standing or seated. When viewing a floor only those features which are immediately obvious to any independent party should be considered as potential defect issues. Careful positioning of back lighting or unusual viewing angles (crouching, kneeling etc.) would not be considered reasonable criteria for identifying a visual defect' (section 16).

CARING FOR YOUR NEW CARPET. (Please note that this guidance/advice is offered as a service to our customers. Julian Hurst Carpets cannot be held liable for any loss, damage or injury arising out of any action taken using this information).

MAINTENANCE

The key to good carpet maintenance is to avoid particles of loose dirt and dust from working their way into the carpet pile where they will act abrasively on the fibres and discolour the carpet.

- Vacuum your carpet regularly at least two to three times a week.
- A large strong doormat will reduce dirt from outside being spread around the house.
- Avoid where possible using light coloured carpets next to external entrances.

Vacuuming loop pile carpets.

Loop pile carpet should be vacuumed with a cylinder cleaner using the suction head only. Avoid using beater heads and brushes – they will catch and lift the fibres, giving a bobbled or felted appearance.

Vacuuming cut pile.

Cut pile carpets should be vacuumed with an upright cleaner with a beater bar and brush.

MATCHING

The samples shown in our showroom or provided may not be from the same production batch as current stock and therefore should be used as a guide and not an exact match. Equally, matching between different carpet widths cannot be guaranteed.

N.B. Carpets which are laid with the pile direction travelling in different directions, even though they may be the same batch may appear not to match.

FURTHER GUIDANCE**Natural fibres.**

As a natural Fiber, pure new wool is washed and scoured before being spun into carpet yarn. Throughout the manufacturing process it is also inspected and natural minor imperfections removed. Even so, fitted wool carpet may, on rare occasion, contain slight traces of the sheep's outdoor environment. As such, manufacturers reserve the right to carry out small onsite rectification/s. Your statutory rights are not affected.

Shedding

All carpet using a spun yarn will shed excess fibre when first installed. This is to be expected and does not mean there is a defect. The short fibres given off, represent a very small fraction of the pile.

Long tufts

Occasionally you may find a stray tuft extending above the pile surface. Provided your carpet is a cut pile, carefully cut the tuft with sharp scissors to the level of the surrounding pile.

Stairs.

Stair carpets receive heavy wear especially across the nose of the stair. In some cases, shifting the stair carpet (on straight staircases) can help to 'even out' signs of wear.

Shading & flattening

Over time, regular foot traffic will flatten the pile surface in the main walkways causing areas of differential wear. These areas appear lighter or shaded in comparison to the less frequently used parts. This shading/tracking or flattening happens to all carpet with a pile surface and as such is not accepted as the basis for any complaint.

Pile reversal

Like shading, this occurs when the pile or nap of the carpet changes direction and thus reflects light at different angles showing the effects of shading which can become permanent. It is also described as 'watermarking'. This can happen to every carpet construction be it Axminster, Wilton, tufted, hand woven, Persian, Chinese, Indian or even coir matting. Like shading it can be more apparent on the effects. It can occur quite quickly after installation. A tremendous amount of research has been carried out over many years by many institutes to determine the cause of this phenomenon but none of it has proved conclusive. There is no commonly known manufacturing process which can cause or cure this phenomenon and is not recognised within the industry as a manufacturing fault.

Fading

Most textiles will fade very gradually over time due to exposure to sunlight. To reduce fading of carpet in rooms with strong exposure to the sun (i.e. south facing rooms) judicious use of blinds or curtains is recommended.

Abrasion

Pet paws, claws, rubber soled shoes and heels can be abrasive on carpets, particularly where use is constantly concentrated to a small area (i.e. in front of armchairs). Move furniture occasionally to avoid any distortion to the carpet pile.

Pilling

Pilling can sometimes occur on loop pile and wool blend carpet. The expression is used to describe the little balls of fibres which collect on the pile surface. It is like the type of pilling which can occur on a sweater. Carefully remove these pills with scissors – the durability of the carpet will not be affected.

Indentations

Heavy point pressure of furniture and other items will create indentations on any carpet. To help reduce marking, regularly move the position of heavy objects where

possible. To help lift the pile back up, use a coin to 'gently' tease the pile upright.

Cleaning

To prolong the life of your carpet, have them cleaned annually. If using a stain remover, test on a small inconspicuous area before tackling the complete stain.

CARING FOR YOUR NEW HARD FLOORS.

Day to day cleaning

Regularly sweep or vacuum your floor to remove loose dirt, grit or dust. It's important to use clean mops and the correct maintenance solutions to regularly clean your floor. You should always use any floor cleanser in accordance with the manufacturer's guidelines.

Door mats

A good quality floor mat will catch dirt and grit reducing the risk of damage to your floor. Grit underfoot is like sandpaper, scratching the floors finish, so consider fitting matting which provides a barrier to wet and dirty feet.

Rugs or carpet runners

We know the last thing you want to do is cover up the beautiful texture of your floor. But sometimes prevention is better than the cure. Consider rugs or carpet runners for high footfall areas such as doorways, halls and stairs.

Be careful with furniture

Never drag furniture or other objects across your floor it can easily result in unsightly dents or scratches. We offer a variety of felt protectors that enable you to move furniture easily to reduce marking your floor.

Shoe rules

Avoid wearing heavy shoes or work boots when stepping onto your floor. High heels, and stilettos in particular, should be avoided as they exert a huge amount of pressure that easily dents or marks even the toughest of floors.

Pet patrol

Nothing more natural than the dog or cat curled up by the fire, asleep on your floor. But remember to keep your pets' claws trimmed to prevent scratches and pulling of carpet tufts.

Sunshine

Sunlight will naturally help floor colours to mellow, so move rugs, mats and furniture regularly to ensure an even maturing of colour. Excessive exposure to direct sunlight can lead to expansion/shrinkage, warping and splitting. Consider shading your floor from the sun.

Use.

Matting

Matting is a great way of protecting your floor.

Felt pads

Place underneath all type of furniture including dining chairs and table legs to protect from scratching.

Do not:

* Use abrasive liquids or metal scoring pads as these can damage the floor.

* Clean the floor with solvents, caustic detergent, washing up liquids, soap powders, bleach, furniture polishes, petroleum-based products, pine gels, stain removers or highly coloured products. Such products may make the floor slippery or cause permanent damage.

* Drag furniture across the floor.

Our Accreditations:



Registered Office: 870 High Road Finchley London
England N12 9RH
Company Registration Number 575 4313
Vat Registration Number 884 8869 39