



GENERAL GUIDELINES TERMS & CONDITIONS

Thank you for supporting a sustainable environment by bringing the superior style and warmth of flooring into yours.

Hilux Flooring offers a full Supply and Install service. Our installers hold the appropriate licence and will be responsible for installation work.

Our commitment to quality includes the delivery and installation of your new floors. To enable us to give you the best result possible, we ask that you observe the following guidelines, terms and conditions.

Quotes and Ordering:

- Your quotation will remain valid for 30 days from the date of issue.
- On acceptance of your quotation, please advise and confirm your choice of colour and type of flooring.
- Deposits become non-refundable after 30 days from the date of order.

Delivery times and installation dates:

- Where stock is not readily available we recommend that you allow 8 weeks from date of order for delivery. While we make every effort to meet timelines of supply we are unable to guarantee stock availability.
- We provide an estimate of how long the installation may take, however we do not guarantee how long a job will take to complete nor the installation date to commence work.
- We require a minimum of 14 days notice to change an installation date. If we arrive on the arranged date and cannot commence or complete installation due to circumstances out of our control, a call back fee of \$180 will be automatically charged to your account, unless otherwise agreed.

Additional freight/storage charges may also apply. If less than 48 hours notice is given restocking/holding fees may apply.

Pre installation requirements:

A well prepared site is the first and most important part of the installation process.

Each site has its own unique requirements, and it is for this reason that it is recommended that Hilux Flooring conduct a site visit prior to installing your floor to assess and advise on the specific requirements for your floor installation.

Hilux Flooring will not commence work without confirmation of your stock choice, and board direction.

Irregularities in finish and colour are a characteristic feature of natural fibres. They do not affect wear and cannot be construed as flaws. Your floor will have passed a stringent quality inspection prior to installation.

- In new constructions it will be necessary to remeasure the floor plan prior to installation and confirm quantities.
- Ensure there is power, adequate lighting, ventilation and safe site access.
- The floor surface must be flat - without hollows or imperfections – clean and free of glue, paint or other chemicals that could impede the adhesive ability of flooring glue.
- Remove all furniture and personal items from the area. *By prior arrangement* Hilux Flooring can remove carpet and heavy items of furniture.

- Clear access is required. The area must be cleared of all building materials, other trades, trade personnel and non approved personnel before installation can commence.

If the area is not cleared and waiting or clearing time is required this will be charged accordingly.

- If an on-site skip/bin is required please ensure there is sufficient space available on your private property i.e., not council land. Please note an additional charge may be applied to your account for re-delivery/delays.
- Insurance cover of flooring materials on site is also your responsibility. Hilux Flooring recommends contacting your insurance company to arrange the necessary insurance cover.

- Our power tools are noisy and we will often work outside. Please notify your neighbours. If required please notify building or strata management, council, your security or building monitoring company and any other authority before works commence.

- Where additional preparation is required, i.e. sawing, cutting and concrete grinding etc, we recommend you seal all windows, doors, air vents, light fittings, air-conditioners, appliances and cupboards and ensure all other items including furniture /upholstery /flyscreens /plants etc are removed from the site. Alternative accommodation for you and your pets may be required.



- We exercise all care, however we cannot be held responsible for any dust caused by sawing, cutting and grinding during the installation process or accidental damage to paint work, subfloor wiring cables (telephone, computer, alarm, coaxial etc.), or any under-floor pipe work.

- It is advisable where possible to remove or leave skirting boards off when installing the floorboards and to refit them when the floor has been installed to ensure a flush finish. Patching, repairs and painting of surrounding walls and trims may be required on completion of your new flooring.

On completion:

- To ensure the highest standard of work and quality control, Hilux Flooring will conduct a works check-list on the completion of your floor. You or your appointed representative e.g. site foreman, builder must be present at this time for sign-off

- Our installation teams will tidy the site and clean the floor once the installation has been completed and prior to hand over, however we recommend that you arrange for your new flooring area to be professionally cleaned.

- Disposal of discarded floor coverings is your responsibility unless otherwise arranged.

Payment Terms:

Supply and Install

Unless otherwise agreed in writing all accounts must be paid in full on delivery of stock and/or completion of installation, as below.

- 10% of contract value payable on order (30% for non stock special order items).

- 70% of contract value payable on delivery of flooring materials to site (50% for non stock special order items).

- 20% of contract value payable immediately upon completion.

Cheque Payment to Smart Choice Flooring T/As Hilux Flooring

Direct Deposit to: Smart Choice Flooring
BSB 032 277
Account 393 528

Disputes and/or claims do not constitute grounds for non payment of amounts other than those in question. A credit agency may be used to collect past due accounts in addition to fees or charges incurred, including related solicitor costs.

If paying by credit card, standard transaction fees apply. Payments will be automatically deducted from your nominated credit card.

Supply Only (DIY)

- 10% of contract value payable on order (30% for non stock special order items).

- 90% of contract value payable prior to stock dispatch.

At Hilux Flooring we want to provide you with the best experience and welcome any feedback, ideas or suggestions that you may have.

Smart Choice Flooring T/As Hilux Flooring
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Contact us: 1300 326 789

