

Tailored

Floor Specialists

Client Agreement

Ryan - 07402 043342

Scott - 07931 637525

1. Parties

This agreement is between Tailored Floor Specialists ('we', 'our', 'us') and the client named below ('you').

2. Deposit & Payments

A deposit of 80% is required to secure your booking. Full payment terms will be outlined in your quote. The final balance is due upon completion of work unless otherwise agreed in writing.

If final payment is not made within 7 working days of completion, an additional charge may apply.

3. Cancellations & Delays

Once a job has been booked and a deposit has been paid, the agreed installation date is considered confirmed. If the client requests to delay or reschedule the project after booking, a daily cancellation fee of £250 per day will apply for each day the job is postponed beyond the original start date. This fee covers lost scheduling time, storage, and administrative costs. If cancellation or rescheduling occurs more than 2 weeks before the agreed start date, this fee may not apply at our discretion.

4. Quote Validity

Quoted prices are valid for 4 weeks from the date issued. If the quote is not confirmed and the deposit not received within this period, prices may be subject to change due to fluctuations in material costs.

5. Materials

Unless stated otherwise, we will supply all required materials. If you supply your own materials, we accept no responsibility for delays or defects caused by them.

6. Site Access & Preparation

Please ensure we have clear access during working hours and that rooms are ready for installation unless agreed otherwise.

7. Timelines

We will provide estimated start and finish dates. These are subject to change due to unforeseen delays or external factors.

8. Additional Work

If any additional work is required due to issues not visible or disclosed during the initial inspection, an extra charge will apply. We will notify you in advance before proceeding.

9. Liability

We are not liable for issues arising from pre-existing damage, subfloor conditions, or problems beyond the agreed scope of work.

10. Guarantee

Our workmanship is covered by a lifetime guarantee under normal use, for the expected lifetime of the floor. This excludes normal wear, misuse, or faults in client-supplied materials. Please note: If the agreed project price has been reduced due to negotiation or discounting by the client, this guarantee becomes void.

11. Agreement

By signing below, you agree to these terms and the work outlined in your quotation.

Client Name: _____

Signature: _____

Date: _____

Signed for Tailored Floor Specialists:

Name: _____

Signature: _____

Date: _____