

TERMS & CONDITIONS

ESTIMATE: All quotes are valid for 10 days unless otherwise stated. Quantities shown in a quotation are estimated and are subject to site measurement. Accordingly, all costs prepared from quantities taken from drawings are a guide only and may differ once a site measurement is completed.

GENERAL: All orders are subject to a 50% deposit. Balance due and payable on the day of installation, delivery or pick-up of goods and services. Materials or Products that are not picked-up or installed will be charged in full for the material invoice balance and are subject to storage fee if not completed within 30 days.

Maintain product and humidity levels as per manufacturer's recommendations. All materials carry the manufacturer's warranty (visit manufacturers website for details).

IMPORTANT: Hardwood expands in high humidity and loses expansion in lower humidity. To minimize the expansion or contraction of hardwood flooring, the relative humidity level of the home should be 45% to 60% throughout the year.

Shading and dye lot may vary from actual sample shown. Neither can exact matching be guaranteed between the carpet supplied and the sample displayed in the store.

Allan Rug Co. cannot be held liable for any delays due to weather, shipping conditions, materials shortages, labour disputes, special orders or other factors which are beyond the control of the company.

No cancellations, refunds or returns on all Cut Orders and Custom Orders.

No returns and refunds for all overage materials unless specified in writing on the invoice. All returns are subject to restocking, administration, and freight fees. All returns must be authorized by Allan Rug Co. and refund or credit amount will be paid to the customer once credit is received from supplier.

RUGS: Area rugs may be taken on trial only if specified on the invoice and with pre-authorized credit card. Returns and claims on damaged or flawed area rug should be made within 1 day of purchase. Any returns on stock area rugs are subject to re-stocking charges and administration fees. All custom area rug orders are final sale.

Remnants are sold as is and final sale.

INSTALL: All installation workmanship is guaranteed by Allan Rug Co. for one year. Any repairs beyond one year is a chargeable service call.

Allan Rug Co. will try to meet customer installation timing requirements as best as possible. Regular installation time starts approximately 9am to 10am unless otherwise agreed upon. Allan Rug Co. is not responsible for any work delays due to traffic, weather and unforeseen circumstances which may affect arrival time.

Once an install date is set, it is the customer's responsibility to make sure the site is ready and accessible so that work can commence upon installer's arrival. It is the customer's responsibility to notify Allan Rug Co. in a timely fashion for any delays due to painters, other contractors, or construction etc., so we can re-assign our installation crew. Extra charges may incur for installer's down time.

The customer must ensure the site has adequate power and lighting to commence work. Room temperature should be at minimum 18 degrees C to allow the flooring to acclimatize.

Customer is responsible that all areas are cleared and accessible for our installers...

- Moving all valuable and breakable objects.
- Disconnection and reconnection of all plumbing, electrical, gas appliances and other appliances.
- Emptying fridges and freezers to ensure nothing will fall over and break.
- Empty wall units, cabinets, and bookcases. Remove wall frames and other hanging items if applicable.

- Moving of computer equipment, audio, video, pool tables, fish tanks, pianos, large screen TV and large wall units.

Allan Rug Co. and staff are unable to accept responsibility for any damages caused by moving customer's possessions or any of the above mentioned items.

Allan Rug Co. will not accept liability for any damage to existing floor, wiring (cable, telephone, security system etc.), subfloor or internal cabling and or radiant heating pipes that have not been formally identified before the installation.

The customer or their contractor must ensure that sub-floors are clean, dry and level (including securing loose floorboards) before the agreed installation dates. No allowance has been made in our quotation for sub-floor repairs, floor cleaning and removal of equipment or waste disposal left by other trades. Any delays to the installation schedule that are caused by the site being left unfit for flooring installation may result in additional costs.

Any extra labour and materials not quoted or included in the original scope of work will be agreed upon by customer and Allan Rug Co. before commencing work and extra charges are customer's responsibility.

All carpets even when cut to room sizes are heavy and difficult to maneuver especially if site layout and access are restricted. Carpet may have to be folded or bent to gain access, which may leave slight creases in the pile and while every care is taken when installing carpets and flooring, touch ups may be required to some areas. Allan Rug Co. cannot be held responsible for any costs incurred.

Placement of seams is at the discretion of the Installer unless otherwise specified. Seams occurs with all carpets; however, it is more noticeable with level loop carpets and is not an installation fault.

Allan Rug Co. staff will not carry out alterations to any doors. Cutting, adjustment and re-fitting of doors is not included in the installation service.

Allan Rug Co. cannot be held liable for any damage or loss resulting from repairs attempted by customer or third party.

Ownership of the goods shall remain the property of Allan Rug Co. until fully paid for. Customer's failure to pay for materials and services rendered will result in claim against the customer and may enforce this claim by filing a lien against Customer's property.

Inaccuracy Disclaimer: From time to time there may be information on our Web Site or in our showroom that contains typographical errors, inaccuracies, or omissions that may relate to product descriptions, pricing, and availability. Allan Rug Co. reserves the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice (including after you have submitted your order).

This agreement shall constitute the entire Agreement between parties.

The Seller shall be entitled to alter these Terms and Conditions at any time, but this right shall not affect the existing Terms and Conditions accepted by the Customer upon making a purchase.
