

TERMS AND CONDITIONS – RESTORATION

All restoration estimates and quotations are subject to the following terms and conditions unless otherwise confirmed in writing by Greyspace Flooring Ltd.

1. Quotes are valid for 30 days only.
2. Restorations are costed to take place in one scheduled continual visit allowing for uninterrupted work over a continuous phase unless previously agreed otherwise.
3. Normal working hours are Monday to Friday 8am-4pm (excluding Public and Bank Holidays). Our team will normally be on site before 8.45am. Should you need to arrange specific instructions for access or require a set arrival time please do not hesitate to contact us.
4. At the time of the restoration, the site must be clear of all other tradesmen and through traffic to allow continuity of work.
5. At the time of the restoration, the site must be clear of all furniture and personal belongings to enable fitting to commence.
6. In the case of work ongoing. For light work we recommend the use of cortex / antiknox covering to protect the floor with decorators paper to the perimeter and for heavier work a 3mm ply with duct tape joints. With both of these options it is advised not to have the under floor heating turned on (where applicable) nor keep the covering down for too long especially in humid and hot conditions. Floor protection can be provided at an extra cost and is excluded from our estimate unless otherwise stated.
7. Whilst every care is taken when restoring flooring, small marks may occur on paintwork. In some instances, cracking of paint can occur due to the vibrations caused by the sanders. Greyspace Flooring cannot accept any responsibility and you should be prepared to have a decorator return to touch up surfaces if accidental damage occurs.
8. To place an order a 25% deposit is required. Placing an order implies you have read and understood the contents of the quote and have accepted the Grey Space Flooring business and restoration terms and conditions. We do kindly ask that all balances are paid on the day of completion unless prior agreement has been agreed. We reserve the right to add interest at 2% of the balance outstanding per day that the remaining balance remains unpaid.
9. Any additional work requested will be assessed and a cost given for this while on site prior to undertaking the works. Please note that we cannot disconnect or reconnect any gas or electric appliances and we cannot carry out any plumbing work.
10. Any additional works/items required will be payable upon completion of the restoration.
11. Cancellation policy - we do understand that sometimes work needs to be rescheduled or cancelled for a particular reason, however we would be very grateful if you could provide us with as much notice as possible so that we can assist in making sure that your work where applicable can be rescheduled for you in a timely manner. Should you wish to cancel your install after



paying a deposit we cannot guarantee a full refund on your deposit. We reserve the right to charge a 5% fee of the overall job value for any jobs that are cancelled / rescheduled within two weeks of the agreed install date.

12. For information on our restoration guarantee please see our warranty document on our website.