

THE BEST LAID FLOORS

To ensure that the finished floor fully meets your expectations, please read through the following notes and discuss any requirements or concerns that you have with our Flooring Consultants.

CHECKING THE ORDER

Once our estimator has visited to inspect the area within your home and measured up, we will generate a quotation - which if acceptable will then convert into a Sales Order - please check this thoroughly.

Things can change between initial enquiry and installation, however if any of this information appears to be incorrect, please contact us immediately for clarification.

SCHEDULING YOUR FITTING DATE

Once your goods have arrived with us, you will receive an automatic SMS/email notification to inform you, along with the relevant contact details needed for our team to arrange your fitting dates.

TIPS TO SAVE YOU PROBLEMS

Before taking up your old carpet, check for any darkening around the edges - this is caused by draughts under skirting, a problem that can be prevented by sealing these gaps before the new carpet is fitted.

We regret that we are unable to move breakables, contents of furniture or specialist items such as fish tanks - exceptionally large items may require extra staff and must be advised to us prior to installation. Whilst every care is taken, any item of your own property is moved by us at your own risk. If you have any queries please ask.

Extreme temperatures could prevent fitting - most floorings are affected if too hot or too cold (i.e. in a cold unoccupied house, or a conservatory in summer). Some floor coverings such as wood and natural carpets need to acclimatise to the room temperature before they can be fitted.

A better and more waterproof finish will be obtained if we fit under things - this is especially true with Bath panels, basin pedestals and kitchen plinths. The removal of these before fitting will greatly enhance



WHAT TO DO BEFORE WE ARRIVE

- Clear the room
- Remove existing flooring (or see additional services)
- Check if any specialists will be required to move furniture or other items (i.e. Piano/Washing machine)
- Carry out preparation work (i.e. Kitchen Plinths)
- Check door clearances and advise us if you think any of your doors require easing.

Some of the items listed above may be included in your quotation - if so they will be clearly listed. We are happy to quote for additional work if necessary - please see our 'Additional Services' page or contact us directly to discuss it all in more detail.



HATFIELDS

FURNITURE & INTERIORS

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YOUR MEASURING APPOINTMENT IS WITH

Date: / /

Time:

POST FITTING & MAINTENANCE

Once your new flooring has been fitted - our fitters will naturally endeavour to leave your home as neat and tidy as possible. Any useable surplus will be left with you. In the case of carpets we offer a binding service to enable these offcuts to be turned into finished mats.

Although there are general cleaning products readily available - we would strongly advise that you only use those recommended by the manufacturer, all of which are available in our store.

Care should be taken not to drag or roll heavy loads over newly installed flooring - heavy items should always be lifted to avoid stretching of carpet or scratching of hard flooring.

New carpets can be vacuumed immediately after installation. Initially surplus fibre will be apparent, but this will diminish over time. Regular vacuuming with an appropriate and well maintained cleaner is the best way to ensure your new carpet keeps its appearance.

Adhesives used when fitting hard flooring may take time to fully cure, therefore, we do not usually apply any dressings to smooth floors at the time of installation. Where appropriate, we are able to provide a 'Handover pack' which contains full instructions on care and maintenance.

**If you require any further information,
please contact our flooring team.**