

Terms & Conditions

1. Quotations are valid for 1 month, unless otherwise agreed. Acceptance of our quote means that you have read and accepted our terms and conditions which are clearly shown on our website.
2. Our quotation includes the work as detailed only. Any changes or additions to the description of works will be charged accordingly and at the discretion of Floor Sanding Partners Ltd.
3. A deposit will be asked for to secure jobs in the diary.
4. If floorboards, wood or other materials are purchased on behalf of the client, payment up front will be required for said materials.
5. All goods/finishes remain the property of Floor Sanding Partners Ltd until full payment has been made. If you fail to pay us at the agreed date we may charge you interest at the rate set under late payment of commercial debts interest act 1998 calculated on the daily bases from the date of your invoice until payment day.
6. Payments are accepted by Cash, Card, Pay Pal, Bank Transfer and Card Reader.
7. Payment terms are on completion of work unless otherwise stated.
8. Full payment must be made on completion of work.
9. Scheduled dates may be subject to unexpected change/Cancellation.
10. Floor Sanding Partners reserves the rights to change/update these Terms and Conditions from time to time.
11. Unless otherwise agreed, areas should be cleared and cleaned in readiness for work to commence.
12. It is the client's responsibility to ensure rooms are completely empty of furniture and other tradesmen at the start of work. Curtains should be taken down or tied back where possible and wires should be taped up so that they do not touch the floor.
13. If rooms are not left empty, although we will be pleased to help with or move furniture, whilst every effort will be made to be careful, Floor Sanding Partners cannot be held liable for any damage that occurs during the removal or movement of furniture.
14. Whilst every effort is made to minimize damage, some scuffing of the skirting boards may occur during the sanding/staining process. We cannot be held responsible for this.
15. During on-site work, the main contractor/customer will be responsible for providing lights, electricity, clear access and heating if necessary.
16. Customers are responsible for the disposal of all waste material produced from work carried out to their property. All waste will be neatly bagged and left in a convenient location of your choice.
17. Our sanding process is reported to be 97% dust free. Small amounts of dust will be produced and this may be further affected if a large amount of hand sanding or repairs are necessary. Floor Sanding Partners will not be responsible for cleaning in other areas of the house.
18. Where possible hours of work will be 8am – 5pm, Monday to Saturday, however due to the nature of the sealing process staff may have to make site visits at any time. If a client requires the sanding/sealing operation to be conducted overnight there will be an additional unsociable hour's charge, which will have to be discussed and agreed with Floor Sanding Partners Ltd prior to commencement of activity.
19. Although due care and diligence will be exercised by Floor Sanding Partners Ltd, due to the nature of the machinery used decoration and skirting may be liable to marking. Floor Sanding Partners Ltd cannot be held liable for unavoidable marking nor the costs of redecoration.
20. Repairs will be carried out as necessary to ensure the floor surface is good unless otherwise instructed by the client. Sub-structure repairs will only be made after consultation with the client. If repairs are required an estimate will be supplied to the client and the cost of the said repairs will be over and above the initial estimate submitted.
21. Reclaimed timber cannot be guaranteed to be the same colour or age as existing timber/floor. Supply of reclaimed timber is in accordance with the market availability.
22. All colour samples are representative and may vary due to individual conditions.
23. Once colour has been agreed, verbally or otherwise, any subsequent changes will be chargeable at full job rate.
24. It is the client's responsibility to check suitability of colour at moment of application.
25. Due to nature of application technique skirting may be marked during colouring. Floor Sanding Partners Ltd cannot be held liable for marking or redecoration.

26. Complete uniformity is not possible when hand colouring and finishing a floor. Although every effort is made to achieve the best possible result we cannot be responsible to repair inconsistencies in floor colour, Wood floors may react to Stain Colours or Varnishes we use Floor Sanding Partners cannot be held responsible to floor reaction as the floor reaction cannot be identified prior to the work carried out.
27. Floor Sanding Partners will not accept liability for any defects due to excessive heat/cold/humidity/dampness which is beyond our control, or for any damage caused to the floor by others after completion of works.
28. Seal longevity is dependent on traffic conditions and maintenance carried out by client.
29. We recommend maintaining floor with professional maintenance products only.
30. Seals are generally touch dry in 1 hour [this may vary depending on the product used] and oils can take up to 6 hours. It is the client's responsibility to make arrangements to avoid contact with seals during curing time. Seals require 24-hours curing time. Floors should not be covered, nor furniture replaced, until the curing process is complete. Floor Sanding Partners cannot be held liable for marking to floors after the work is complete.
31. We recommend that after the floor has been sanded and sealed you attach pads to the feet of all furniture. This will prevent un-necessary scratching and will increase the life of the floor. We cannot be held responsible for wear and tear on the finished floor.
32. Floor Sanding Partners Ltd will not guarantee and cannot be held responsible for the natural movement of wood flooring, gap filling using resin and wood slivers which can drop/pull out at any time.