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Terms and Conditions

*When you have received your goods please check that the wrapping is not damaged. If you see any damage on the packaging please note this on your delivery note or refuse delivery. It is very important that you do check this thoroughly as we cannot accept any responsibility for damaged goods once they have been signed for.

*After placing your order you have seven days in which to cancel your order. Unfortunately this excludes carpet orders due to these being cut to a bespoke size requested by you. If you have received the goods within seven days and you wish to return them you will be liable for any costs incurred.

*In the event that you feel there may be a fault with your flooring. Please e-mail us a photograph of the problem and hopefully we can identify the problem from the image. If an inspection is required, there will be a £30 charge which will be refunded if a manufacturing fault is found.

*In the event of your flooring being replaced, we must have the faulty goods returned to us the day prior to your new goods being delivered.

*If we try to deliver your carpet and you are not at the premises your goods will be returned to us and therefore you will be liable for re-delivery costs. In the unlikely event that we fail to deliver on the arranged delivery date you will be refunded your delivery charge and your goods will be delivered the next morning.

*We cannot be held responsible for any problems which may occur as a result of using your own fitter so please make sure you are 100% confident in your fitter before using them to fit your new flooring.

*If have purchased a rug which does not meet your expectations you can return it within seven days of delivery. There will be a £20 return fee. Provided the rug has been returned in its packaging and has not incurred any damage we will offer you a refund of the full price of the rug less the £20 return fee. Rugs are your responsibility until they have been signed for by us.

*Goods are inspected prior to leaving our warehouse. We cannot except responsibility for fitted complaints, so please make sure you or your fitter inspects your carpet / flooring prior to fitting.

*Spacia orders over 10sqm are delivered for free surcharges apply to saturday deliveries, area not on uk mainland and Scottish Highlands and the Grampians.

*If returning goods delivery costing are down to yourself and can be obtained by contacting us.

Contact Us



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LINES OPEN MON-SAT

8.00-18.00

Best Sellers			
Camel Price: £27.25 per Sq Metre	Banoffee Price: £21.60 per Sq Metre	Slate Price: £45.99 per Sq Metre	Border Price: £45.99 per Sq Metre

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