

Along the Grain Ltd

Terms and Conditions

It is agreed by the client that instructing Along the Grain Ltd to undertake any works, these Terms and Conditions are accepted and will be incorporated into the contract with the client.

Along the Grain Ltd reserves the right to make changes to any part of these Terms and Conditions without giving any prior notice. Any alterations or additions will apply to new business and not existing contracts.

ALONG THE GRAIN

Specialists in Reclaimed Timber,
Flooring, Sanding & Restoration

SANDING/INSTALLATION:

- It is the clients responsibility to ensure rooms are completely clear of all furniture prior to the work commencing, unless otherwise agreed. This includes all effects that might be damaged by the process of sanding/installation or from dust (i.e. paintings/books, ornaments etc).
- The moving of any furniture etc will be chargeable at £20p/h, and we accept no responsibility for any damage to any items of furniture or effects not cleared by the client.
- We advise flooring works are completed as the final part of a renovation project.
- We request the area is to be clear from all other trades and must be completely clear of all building materials prior to sanding / installation works commencing. Any hold up due to clearing the area will be chargeable per man/ per day.
- Areas may be sanded /installed prior to other trades completing their works. However, it is not our responsibility to cover or protect the floor after the sanding/installation has been completed, unless otherwise agreed.
- Our sanding process is 97% dust free, however fine dust is still produced. This may be more evident when hand sanders are used in small areas and staircases etc.
- Reasonable care will be taken to protect the walls and skirting's from marking during the sanding / installation works, however we accept no responsibility for any damage caused during the sanding / installation process, and any subsequent cost involved in repair or redecoration.
- When sanding existing wooden floors, any surface stains such as paint, carpet adhesives, fruit juices, wine or watermarks, may have soaked below the surface of the timber and may not be possible to remove during the sanding process.
- Staircase sanding will include steps and risers, unless otherwise agreed, but does not include the handrail, newel posts, beading, posts or sides.
- We reserve the right to adapt any specifications of our work methods and materials used, as we see fit during the project, and will consult with the client where necessary.
- Timber must acclimatise on site for a minimum of 5 days unless otherwise stated by the fitter. Moisture checks will be taken prior to

installation and timber must read between 6-12% humidity and will not be installed otherwise.

- We are not responsible for any subfloors not installed or prepared by us, and cannot guarantee the floor fitting and finishes on these subfloors.
- Once the floors are installed and finished, it is the clients responsibility to ensure that any underfloor heating is turned on in accordance with manufacturer guidance and our aftercare advice provided.
- Solid wood floors do not react well to moisture, if the floors are left unattended for a period of time in the cold, the floor can get damp, where swelling and larger gaps will appear, and this is to be expected.

GAPS:

- Minor gap filling (by resin) between the timber boards is included as standard.
- Over time, gaps may open up in the timber due to the standard process of movement within natural materials. Expansion or contraction can be caused by weather conditions, heating, floor pipes etc. and should therefore be expected. Gaps may also occur due to heavy traffic or extreme humidity, so gap filling (by resin) cannot be guaranteed, and we are not responsible should the resin fall through gaps that may occur at any time as a result of this.
- Any subsequent gapping of the floor that requires filling will be chargeable as extra.
- When gap filling (by slivers) we cannot guarantee that the slivers will be an exact match to existing timber. Best possible matches will be made, but all timber varies greatly and each piece is unique. Variations to colour and shade should be expected.

STAINING:

- We reserve the right to override any stain specifications to ensure the best stain and seal compatibility.
- Once the stain choice has been agreed verbally or otherwise, any subsequent changes made after the staining process will be chargeable.
- Prompt decisions by the client regarding the stain colour is essential. Delays resulting in return visits will be charged as extra.
- It is the clients responsibility to check the stain colour at the point of application. This is to ensure that the colour is an accurate representation of the clients requirements.
- Absolute stain matches are not always possible due to the nature of timber species, and colour stains will vary greatly according to each timber.
- Complete uniformity is not always possible when staining a floor, however care is always taken to ensure the most effective result possible.
- Staining will produce a similar colour to a wood species but cannot produce a similar pattern, variation or grain.
- Floor stains can only be applied to bare timber.
- Any deep scratches to the flooring that penetrate the top seal and the stain will show the original timber colour.
- Due to the nature of the stain application, it is possible the skirting boards may be marked during the process, and we cannot be held liable for marking or redecoration as a result.

- Due to nature of the sanding techniques swirl marks may become visible when a stain is applied which will become less visible over time.

SEALING:

- Seals and flooring finishes will be agreed prior to commencement of work.
- Product compatibility and finish suitability will be advised and if necessary, we reserve the right to change the specifications as appropriate to ensure the best results.
- We apply one coat of prime and two coats of lacquer and two coats of oil/hard wax as standard and agreed with the client. Additional coats or recoating is available and will be charged as extra.
- Lacquers are typically touch dry in approx. 2-3 hrs after application and oils in 8-12 hrs after application. (The duration of drying times may vary depending on the manufacturer and the weather conditions/climate.) It is the clients responsibility to make arrangements to avoid contact or interference with the seals during the drying times. We will not be liable for pets or third parties walking on sealed floors during this period.
- Adequate ventilation must be available during the application and drying of the seals. This may result in windows being left open. The responsibility of securing the site once seals have been applied, is solely down to the client or site representative.
- We must advise on any environmental policies or issues concerning VOC's and we will advise accordingly.
- When applying seals by hand complete uniformity may not be achieved. However, the greatest care and attention will be taken to ensure the best possible finish.
- Seal longevity is dependent on the volume of traffic and usage conditions, along with the general standard of good care and maintenance implemented by the client.
- All floor seals are designed for wear resistance and not impact, and it is the clients responsibility to ensure aftercare and maintenance is followed.
- The impact resistance depends on the density of the timber floor itself, but can be increased by using high traffic sealants. Such sealants will be charged as an extra if not included within the quotation.

CURING TIME:

- Seal curing times of up to 48-72 hours (depending on the product/type) must be adhered to, and the flooring should be protected during the curing. It is not our responsibility to protect the floors after the completion of works on site.
- During cure times in particular the flooring should not be exposed to heavy footfall or be covered by such items as plastic sheets, rugs or floor coverings. Full traffic in the area should only resume once the full curing time has taken place.
- Furniture should not be replaced until the curing process is fully complete. We cannot be held liable for marking to floors after the job is complete and once accepted by the client.
- Care must be taken when moving furniture back into place on the refurbished floor. 'Lift and Place' all furniture as much as possible. Items are not to be dragged across the flooring. Furniture feet should also be

protected from coming into direct contact with the floor to avoid any marking or scratching.

- Once the client has signed off the flooring the client is agreeing to the satisfaction of works completed. We take no responsibility for any damage to the floor once flooring refurbishment has been completed, and signed off by the client.

MAINTENANCE / AFTERCARE:

- We recommend maintaining the flooring with professional maintenance products at all times together with the aftercare guidance provided.
- We advise that after the flooring has been sanded and sealed felt pads are secured to the feet of all furniture to help prevent unnecessary scratching and thereby increase the longevity of the floor.
- Professional maintenance products and annual maintenance programmes are available as an extra. Please contact us for further details if these are required.
- Maintenance sanding will not produce an “as new” flooring, and the complete removal of deep scratches or marks, heavy indentations, uneven wear, ingrained dirt or stains and any previous seals is not guaranteed.

WASTE REMOVAL:

- The removal and disposal of waste materials (such as sawdust, damaged floor boards, replaced boards, off cuts and timber pieces) generated as part of the works being carried out is not included, unless otherwise stated.
- Where possible all waste materials will be left on site tidily in strong black bin bags.
- Skips can be supplied with prior agreement and are chargeable as extra.

QUOTATIONS:

- It is the clients responsibility to ensure all existing floor coverings are removed so that the floor can be viewed in full during the quotation. We reserve the right to charge for any extra remedial works or repairs that may be deemed necessary, due to the area not being fully viewed prior to works being carried out.
- We use laser measurements during the site visit to calculate meterage for quotations.
- Any measurements provided by the client to produce a quotation will be used as a guide only and not the final measurements. All measurements will be checked during the site visit using lasers, and quotations may differ as a result.
- Any verbal quotations will be subject to reassessment following a full site visit inspection of the floors.
- We reserve the right to amend the quotation, should the client amend or vary its requirements.
- We reserve the right to amend a quotation not accepted within 90 days.
- We have a minimal charge of £400.00 (excl. VAT) for any project.
- All quotations are based on uninterrupted working to a clear area, any changes to the conditions could result in extra charges.

- All quotations are based on works being completed in one visit during normal working hours, unless otherwise agreed. Part completion of work is possible however this is strictly by agreement beforehand, and could incur additional costs.
- Unless otherwise stated on the quotation, our prices are based on price per meterage and the services provided. They are not based on day rates, hourly rates, number of operatives on site per day or length of time necessary to complete the works.
- Quotations do not take in to account any spot repairs or subfloor works unless otherwise stated.
- Expansion beading, trims and door thresholds are not included unless otherwise stated. Supply and installation charges will be added to the final invoices should the client request these as extras.
- All prices are currently subject to VAT at relevant rates - 20% as at the date of preparation of these terms and conditions.

SAMPLES:

- All timber samples supplied are a small representation of the timber available and the client should accept that the timber sample supplied, will show different variations, colour, grain etc, due to the nature of the natural timber product.
- All stain samples are a small representation of the stain colour on the specific timber, and there will be slight colour or shade variations when applied over a larger area, due to the natural variations of the timber.

TIMBER ORDERS / BESPOKE TIMBER:

- The supply of reclaimed timber is in accordance with market availability at the time.
- Reclaimed timber cannot be guaranteed to be the same colour as existing timber, due to the nature of the natural wood.
- Reclaimed timber will show varying amounts of characteristics including colour variation, nail holes, bowing, cupping, dents marks, scratches, staining etc., this is all natural and should be expected.
- Bespoke timber orders cannot be returned or refunded after ordering. Clients take full responsibility for their order at the time of placing and agree to pay for the timber in full.
- Once timber has been ordered, returns may not be possible depending on the order/timber specifications.
- Any timber orders that can be returned will be subject to a restocking charge (% dependant on the supplier) and will be chargeable to the client.

DEPOSITS:

- A 30% deposit will be required prior to the commencement of works in order to secure dates.
- We shall not be obliged to commence and/or continue works unless and until the deposit payment has been paid.
- Timber payments will be required in full prior to the commencement of works.

- Scheduled dates may be subject to unexpected change, however we will endeavour to provide at least one day's notice.
- The deposit payment is not refundable if the client decides to cancel the works after any operative has begun works, unloaded materials and/or arrived on site.

PAYMENT:

- Payments are accepted in cash or bank transfer.
- Unless otherwise agreed or stated in the quotation, the balance of 70% plus any cost of extra / additional / variation to works carried out, shall be due on the day of completion.
- Any extra works and/or any variation to the works outside the agreed quotation will be reasonable and priced as extra on the final invoice.
- We reserve the right to charge statutory financial penalties as well as interest on amounts unpaid as provided by the Late Payment of Commercial Debts (Interest Act) 1998 and/or under any other relevant legislation.
- We reserve the right to stop work and/or cease to continue work and remove the operatives from site if any payment due is wholly or partly unpaid and/or continues to remain unpaid.

SPOT REPAIRS / EXTRA WORKS:

- Minor repairs such as fixing loose boards, filling of cracks etc. will be carried out as necessary to ensure a good finish unless otherwise instructed by the client.
- Subfloor, structural or major repairs will only be carried out after consultation with the client and following further instruction and acceptance of additional quotation.
- Return visits for repair works to a damaged floor caused by other trades etc. after our completion will be chargeable.
- The client agrees that ATG operatives are allowed to return to site to remedy (at our own cost) any defects or other remedial work which the client may advise upon, and which we decide to undertake.

EQUIPMENT:

- Sanding machines require 240v A.C. in ready supply, it is the clients responsibility to ensure their power supply is in appropriate working condition when works are undertaken by us.
- An adequate and accessible supply of running water is also required on site, along with a fully working W.C.
- The client will provide reasonable access for the operatives onto site and will provide reasonable loading/unloading facilities of any plant, equipment and materials to relevant working areas, including the use of parking permits where applicable.

CANCELLATION:

- The client can cancel the scheduled works by giving at least one week prior notice of before the commencement of work.

- We reserve the right to charge for the complete loss of earnings in the event that the start date of the work is cancelled by the client less than the one week notice required.

HOURS OF WORK:

- Where possible, our hours of work are Monday to Friday 8am - 5pm. Due to the nature of the sealing and installation processes, operatives may attend site for short days, and may make additional short visits to site at any time.
- Weekend and Bank Holiday works are possible but are chargeable at a premium rate, and are to be agreed beforehand. Additionally if the client requires the sanding/sealing works to be conducted overnight there will be an unsociable hours premium, which will be agreed prior to commencement of such activity.

COMPLETION DATES:

- Completion dates and times provided for the work are an estimate only.
- We are not responsible for any delays or circumstances outside of our reasonable control that result in changes to the date of completion.

OUR INSURANCE:

- Any work undertaken by the Company is covered by a Public Liability Insurance and Employers Liability Insurance.