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Terms & Conditions, Preparation before Refurbishment

If you accept our quotation, we will assume that you have read and understood the following document and you are happy to proceed.

Please ask any questions regarding this document.

REFURSBISHMENT

We must ensure you are aware that this will be a restoration of your original floorboards and the quality will be greatly improved upon however, it will not be the quality of a brand new installation, wooden floors have a great deal of character and imperfections.



WOOD WORM

We cannot determine until we start the sanding process the condition of the boards and whether there is woodworm present. Once the sanding process is underway, we will report to the client with initial findings. If woodworm is found it will be an additional cost for treatment or replacement boards.



PINE FLOORING

If you have a flooring such a pine, this is a SOFT WOOD. This Means that the floor unlike wood such as oak or walnut can dent Extremely easily. There is nothing that can be applied to the floor that will stop this. Shoes such as high heels or stilettos will damage the flooring in seconds and this cannot be reversed.



***FURNITURE/CARPET ***

All furniture/Carpet must be removed prior to our team's arrival. If there is furniture present we must treat the room in two halves. Extending the job, this will result in more labour costs.



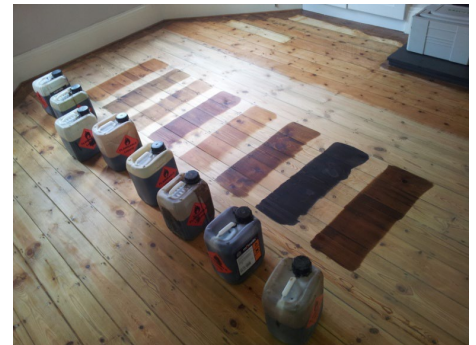
GAP FILLING

Gap Filling is a service we can offer but we must make you aware that wood is susceptible to seasonal movement, this means the boards will expand and contract during change of temperature and the filler or slithers between the boards crack and separate. This is something that cannot be prevented. We cannot be held responsible for this eventuality and we must make you aware of this.



COLOURING FLOORS

Sometimes you will not want a natural finish and a coloured Stain is the way to go. However, the samples are not always an indication to how the whole floor would look. So, choose carefully.



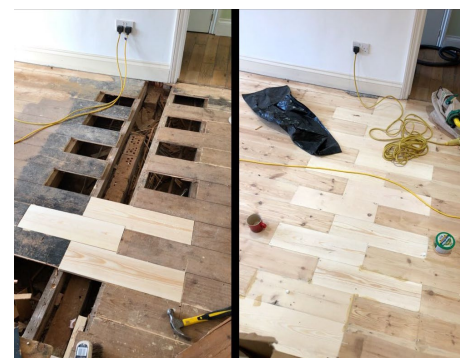
SIZING

As standard practice, once our team arrive on site they will take exact measurements of the rooms quoted to make sure your quote is accurate. Your quote will then be adjusted accordingly.



REPAIRS

When fitting replacement boards, we cannot guarantee an exact colour match with our material to your existing floor. We can stain the new boards to try and blend as much as possible.



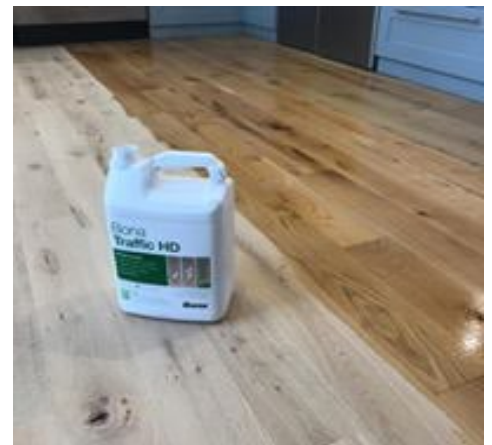
***CONTAMINATION ***

Some stains and marks that have been left on the floor for a long period of time will be imbedded into the wood itself. This contamination cannot be removed with the refurbishment process. The sanding technique removes the top surface of the wood 1-3mm. Deep imbedded contamination cannot be removed.



LACQUER

Bona Traffic HD is a polyurethane water-based specialist floor seal from the leading manufacturer of flooring products. This product is extremely scratch resistant however is not scratch proof. All table legs, chairs should be protected with a rubber or foam pads to ensure the best protection of the floor. Once the last coat of seal is applied, the manufacturer recommends are not to walk on the floor for at least 4-5 hours. No furniture should be put on the floor for 12 hours and should be lifted, not dragged.



NOISE

Sanding can be a noisy process, please ensure you advise neighbours etc, we advise to stay out of the room we are refurbishing to minimize noise to yourself.



DUST

Our high-quality German Hummel sanding machines are equipped with the highest dust extraction technology which is 99% dust free. Although our machines carry the best dust extraction available, dust migration is a possibility, but our teams will ensure to dust down any surfaces and leave your home exactly how we found it. Hand tools however do not carry the same dust extraction as the high-powered floor sanders. For more challenging and intricate areas hand tools will need to be Used and therefore some dust will be produced. Please avoid using the room the team are working in. Windows will be opened to allow air flow.



SKIRTING BOARDS

Although great care is taken by our team when refurbishing your floors, a possibility of damage to skirting when staining, We tape up using the lowest possible 'tac' tape available. However when removing the tape if the skirting boards when Painted have not been fully prepped, primed and painted correctly. A high possibility that when the tape is removed, the paint will be removed also. This is something that needs to be seriously considered before opting for staining.



As a finishing trade our specialist equipment is designed to run on a 240 V electrical supply. Accordingly, should this not be the case then we would need prior notice from those responsible to assess the feasibility of the project

Customer Service

Our teams are extremely polite and professional. They will be happy to answer any questions you may have whilst on site and talk through the processes they use. Please also bare in mind that our prices include the best machinery and products on the market to achieve the highest possible results for your floor, please feel free to check out our customer reviews and pictures of our completed projects!

https://www.facebook.com/pg/RyansRestorationFloorSanding/reviews/?ref=page_internal

Once the work has been completed, we will issue you with the manufacturer's recommended cleaning regime for post refurbishment care.

Payment Terms

A 30% Deposit is required to secure all bookings. This is nonrefundable if you cancel your booking

On completion of works, we will issue you with an invoice via email. Our payment terms will be 5 days from the date of invoice.

Please make prompt payment of the full amount of your invoice to avoid any further charges. We have the right to add 8% interest per day that this invoice remains unpaid.

You can make payment via BACS using the account details provided on your invoice

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