

## Terms & Conditions

Supply & Installation of Flooring, Carpets, Blinds, Curtains & Shutters

*Last updated: May 2026*

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These Terms & Conditions apply to all orders placed with **Goddens Flooring & Home Interiors** ("Goddens", "we", "us") for the supply and/or installation of flooring, carpets, blinds, curtains, and shutters. By placing an order, you ("the customer") agree to these terms. Your statutory rights under the **Consumer Rights Act 2015** are not affected.

### 1. Quotations & Orders

- All quotations are valid for **14 days** from the date of issue.
- A quotation is not a contract. A contract is only formed when we confirm your order in writing and receive your deposit.
- Prices are based on measurements taken at the time of survey. If conditions change (e.g. subfloor issues discovered on installation day), we reserve the right to revise the price and will notify you before proceeding.
- All prices include VAT unless stated otherwise.

### 2. Deposit & Payment

- A **50% deposit** is required to confirm your order and secure materials.
- The remaining balance is due prior to installation, prior to or upon completion of the work.
- We accept payment by bank transfer, card, or cash.
- We reserve the right to delay or cancel installation if payment terms are not met.
- **Goods remain the property of Goddens until payment is received in full.**

### 3. Survey & Measurements

- We recommend a professional survey before finalising your order. Measurements supplied by the customer are accepted at their own risk.
- Goddens will not be held liable for shortfalls or excess materials resulting from customer-supplied measurements.
- A survey fee may apply if out of area, which will be deducted from your final order value if you proceed.

### 4. Preparation of Your Home

It is the customer's responsibility to ensure the following before installation:

- All furniture has been removed from the area, or arrangements made with us in advance.
- The room is clean, dry, and accessible.
- Any existing flooring or fittings have been removed, unless agreed as part of our service.
- **Carpets & hard flooring:** the subfloor is level and dry. We may carry out a moisture test on the day.
- **Blinds, curtains & shutters:** walls and window areas are clear and accessible.
- Failure to prepare adequately may result in rescheduling charges or additional costs.

### 5. Installation

- Installation will be carried out by Goddens' own team or trusted, vetted contractors.
- Estimated installation times are provided as a guide only and may vary on the day.
- We will take reasonable care of your home and aim to leave the area clean and tidy.
- Minor incidental damage to plasterwork, skirting boards, or walls can occasionally occur and is accepted as part of the installation process. We will minimise this wherever possible.
- We cannot be held responsible for pre-existing faults in walls, floors, or window fittings discovered during installation.

## 6. Product-Specific Terms

### Carpets & Hard Flooring

- Natural materials (wool, wood, stone, LVT) may have slight shade or texture variations between batches. This is not a defect.
- Carpets may show shading or pile reversal over time — this is a natural characteristic, not a manufacturing fault.
- Hard flooring must be acclimatised to the room prior to fitting, as per manufacturer guidelines. We will advise during survey.
- Subfloor preparation (levelling, damp-proofing, etc.) may be required at additional cost if identified on the day.

### Blinds

- Made-to-measure blinds are non-returnable and non-refundable once production has commenced, unless faulty.
- Slight size tolerances of +/- 3mm are within acceptable manufacturing standards.
- Child safety compliance (cordless or with cleats) in accordance with the BBSA (British Blinds & Shutter Association).

### Curtains

- Made-to-measure curtains are non-returnable once cutting and manufacturing has begun.
- Fabric colours may vary slightly from samples due to dye lot differences. We recommend viewing a physical sample before ordering.
- Curtain tracks and poles are supplied and fitted separately unless stated as part of your order.
- Some settling and creasing is normal in new curtains and will ease with time.

### Shutters

- Shutters are a bespoke product and are non-returnable once manufacturing has commenced.
- Lead times are typically **6–16 weeks** from deposit depending on manufacturer (UK or Far East). We will confirm this at point of order.
- Shutters are fitted to the window frame or wall. Any repairs needed to the window frame prior to fitting are the customer's responsibility.
- Slight colour variations between frames and panels, or from showroom samples, are within normal manufacturing tolerance.

## 7. Lead Times & Delivery

- Lead times vary by product and supplier. Estimated lead times will be confirmed at point of order.
- Goddens will not be held liable for delays caused by suppliers, manufacturers, or circumstances beyond our control.
- If your installation date needs to change, please give us at least **48 hours' notice**. Late cancellations or access issues on the day may incur a rescheduling charge.

## 8. Cancellations & Returns

- Orders may be cancelled within **14 days** of confirmation, provided manufacturing or cutting of materials has not commenced. Bespoke items enter production quickly — we will advise you of the cut-off at point of order.
- Once materials are in production, the deposit is non-refundable.
- If you cancel after production has started, you may be liable for the full cost of materials.
- Your statutory rights under the Consumer Rights Act 2015 are not affected.

## 9. Warranty & Aftercare

- All products carry the manufacturer's warranty. Details will be provided with your order.
- Installation workmanship is guaranteed for **24 months** from the date of fitting under the Goddens 2 year 'no quibble' installation warranty.
- Warranty does not cover damage caused by misuse, improper cleaning, flooding, or excessive moisture.
- Product care guides will be provided on completion. Using incorrect cleaning products or methods may void the warranty.

## 10. Complaints

- If you have a concern, please contact us within **14 days** of installation so we can address it promptly.
- We will acknowledge your complaint within 2 working days and aim to resolve it within 10 working days.
- Contact us at: **info@goddenshomeinteriors.co.uk / 01354 658100**

## 11. Liability

- Goddens' liability is limited to the value of the goods and services provided under your order.
- We are not liable for indirect losses, including loss of earnings or accommodation costs, unless caused by our negligence.
- Nothing in these terms limits our liability for death, personal injury, or fraud.

## 12. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

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*Goddens Flooring & Home Interiors — Living our values every day.*