

GENERAL TERMS & CONDITIONS

- **This quote is valid for 14 days.**
- Samples will take approx. 3 weeks from confirmation
- Please note broadloom quantities will be rounded upwards to the nearest Lineal Meter. Tile quantities will be rounded upwards to the number of sqms held in the nearest whole pack.
- Issuing of our deposit tax invoice will be confirmation of your order.
- Please note, any 20ft or 40ft container delivery cost is for a direct delivery to a nominated warehouse and assumes unload will take place by recipient at warehouse. If delivery is unable to be received at the necessary time, container will be delivered to local GMK warehouse and additional storage + delivery fees will be incurred.
- A deposit is required prior to manufacture.
- Balance for carpet to be paid prior to delivery.
- An order is deemed to be ordered when the complete information is provided, so the name of products, the colour or colours, the quantity in LM or sqms and cuts.
- It is the responsibility of the purchaser to satisfy the goods are as ordered before cutting / installing. If the goods have been cut or altered in any way for installation, they have been deemed to be accepted. If there are any deviations to the order, the purchaser should inform RC+D immediately.
- Ownership of the goods will remain with RC&D until fully paid for.
- Airfreight costs are due and payable in full prior to dispatch of carpet from the factory.
- Upon arrival and prior to delivery of the carpet, balance is due and payable.
- In the event that the site is not ready to accept carpet and installation, storage charges may apply.
- Viscose is a manmade fibre, if moisture is applied it tends to contract and lacks the natural bounce of wool
- Slight variation in colour may occur due to different dye lots.
- All carpets to be aired and conditioned once it arrives
- All products made in India are subject to a maximum of 1000kg dye lots
- Exact pattern match cannot be guaranteed and is subject to our terms and condition.
- Pattern Swing appears if the distance from the pattern to the carpet edge swings in the length direction, margin is + / - 1%, max is 3cm for 4mtr width
- Zipper joins are common in carpets with staggered pattern/s create a zipper like effect this is not a manufacturing fault and hence pattern match can not be guaranteed.
- Sprouting - due to the fact that nylon silk, viscose, bamboo and silk are thin and slippery fibres it is expected that in the initial period of use loose threads may appear but these can be easily fixed
- Please take photos and advise immediately so that this can be rectified
- Cancellation fees are applicable and the level may vary based on the time of cancellation. Once the factory has commenced production the cancellation fee is 100%.
- RC+D supply high-quality, specialist floor coverings. These products need specialist installation. For details, see the technical page on our website.

INSTALLATION TERMS & CONDITIONS

(NOT RELEVANT IF SUPPLY ONLY)

- **This quote is subject to site measure.**
- For wall to wall carpet the set down requirement is mm
- This quote does not include floor preparation (patching, ramping, levelling, take-up, grinding, and scraping).
- Any unforeseen floor preparation work needed will an additional cost.
- It is the responsibility of the client / builder to protect all surfaces such as the skirting boards, wall finishes, cabinetry, joiner etc.
- This quote does not include stair installation.
- This quote does not include stair nosing.
- This quote does not include any finishing bars of any type.
- This quote does not include removal of furniture.
- This quote does not include removal and disposal of existing carpet.
- This quote does not include craning or loading via stairs of significance.
- Installation cost to be paid prior to installation works beginning on site. Install to be carried out during normal working hours.
- All joins require seams sealer.
- Exact pattern match cannot be guaranteed and is subject to our terms and condition.
- We assume that the sub floor provided will be in a suitable condition to receive floor coverings in accordance with AS2455:1:1995 General Carpet Laying Practices.
- All sub-floor surfaces should be **dry, smooth, plain, sound and clean.**
- Should we be instructed to install the carpet over a sub floor does not comply with these standards we accept no responsibility for installation failure caused or aesthetic concerns raised after installation.
- The site needs to be provided ready for installation clean / vacuumed / empty of loose items and furniture, we require a "clear run" with no trade's people using the floor space at the time of installation.
- Once the carpet is joined and glued you will need to allow sufficient drying time, failing to do so will compromise the quality of the installation.

· RC&D will not accept any contra charges unless agreed in writing by our company prior to works commencing.

Thank you for this opportunity. We look forward to your acceptance of our quotation and the successful completion of this project.