

Payment

€200 booking deposit, 50% on delivery of wood, 50% on project completion. **Payment to be collected by the fitter on the day of completion. Please use envelope provided.**

Client Responsibilities

Concrete Sub Floor	Must be power floated and level, a deviation of no more than 3mm over a 3m length.
Water/Gas Pipes	Must be at least 6 inches from the top of the concrete slab. If not, they may be hit during OSB installation. Repair will be the clients responsibility.
Acclimatising	All solid wood must acclimatise on site for 5 – 10 days, the latter being preferable. (Junckers Wood is the only exception to this rule.) During acclimatisation the conditions of the room must be the same as when the wood is installed. Packs of flooring must remain sealed.
Materials on Site	When materials are on site, it is the client's responsibility to secure the location to prevent damage/vandalism. Total Woodfloors accepts no responsibility for the loss of materials on site.
Skirting Boards	Removal of same. If Total Woodfloors remove these we cannot accept responsibility for plaster repair, should this be required.
Room Temperature	Must be ambient 18°C - 22°C.
After Installation	It is advisable to give all floors at least 72 hours before replacing furniture.
Furniture	Heavy furniture and legs of chairs/tables should be fitted with floor protectors.
Ageing of Floor	Rearrange rugs and furniture periodically so the floor ages evenly as UV from natural sunlight will slightly darken the floor colour.

Total Woodfloors Responsibilities

Installation	To install the floor to the highest craft standards within the agreed time period.
Concrete Moisture	To advise when the concrete reaches the correct moisture level of less than 5% moisture where radiators are present and less than 3% moisture where underfloor heating exists.
Wood Moisture	To advise when the wood reaches the correct moisture level 10% – 12%. Wood sub floor/batons 12% – 14% (if present).
Relative Humidity	To advise when the room humidity reaches the correct level 35% – 65%.

General Notes

Installation Waste	10% will be allowed for end cuts, doorjambes, fireplaces, etc.
Expansion	Wood is a hygroscopic material. Changes in humidity seasonally will cause natural expansion and contraction. In summer the wood will expand and in winter contract, small gaps may occur.
Expansion Allowances	Gaps must be left for the wood to expand. Both at the edges (min 12mm) and throughout the floor at regular intervals.
Wood Variations	Wood grain and colour can vary considerably. While an overall appearance will be achieved, some boards may contain light/dark mineral streaks. If this variation is not acceptable please discuss with your estimator. Once installed, a cost will be incurred if boards are to be replaced.

Please note: Goods remain the property of Total Woodfloors until the invoice is paid in full.