

Terms & Conditions

1. The total floor area measurements is ESTIMATE ONLY, QUALITY FLOORING will not be held responsible required for your project, Our quotations are based on quantities provided by you only. Please allow 10% or more wastage for the floor for calculating the quantity depending on different situations. It is your responsibility to check the final quantity with your builder/installer. Should additional flooring be required, you will be invoiced accordingly and will incur another delivery fee to site.
2. All timbers from QUALITY FLOORING are from natural materials. There can be no control of irregularities in colour, veining, knots for floorboards. Material samples and images are used for reference purposes only and may vary greatly from the final purchased item/s. QUALITY FLOORING will not be liable for any such variances or inconsistencies. All timbers from QUALITY FLOORING will have up to 35% short boards in each pack.
3. Installation may commence as early as 7:00 am. Your contractor will contact you regarding approximate time of arrival.
4. Please have the POWER ON for installations. You must inform your sales staff or contractors if you cannot provide power on prior to installation.
5. All electrical, computer, furniture and any breakable items are to be moved before the install date. Moving of these items is NOT INCLUDED in the invoice. QUALITY FLOORING will not held responsible for any damages.
6. Please remove any existing floor coverings if you have agreed prior to the installation date.
7. Please note if your ground is not leveled, QUALITY FLOORING will not be held responsible for uneven or slightly contouring floors after the installation. There will be extra costs to the contractor for leveling the ground.
8. All-natural flooring will expand and contract. Rarely when an area exceeds 10 mts in length or width all manufactures recommend an expansion joint. Most clients will not accept this because aesthetically the joint stands out. Therefore, we will not put the joint in unless instructed to from our client. QUALITY FLOORING will not be held responsible.
9. It is the owner's responsibility to isolate the smoke alarms, as dust can set them off. A call our fee can exceed \$3,300.00. Please contact your security monitoring service or MFB to assure the alarms are disarmed during our installation.
10. When the installation is completed, it is advisable that you walk around with the contractor for a final inspection before they leave.

Payment Policy*General Payment Policy may be modified (see individual quotation/invoice)

11. Stock required within 30 days will require full payment of the supply amount when signing the order agreement. If stock is not required within 30 days of invoice, a 50% deposit will be required to secure the stock in the warehouse and remaining balance to be paid 30 days from date of invoice. If full payment is not received within 30 days of invoice, only stock covered by the payments received will be secured.
12. A deposit 50% of the total installation amount to be paid when signing the order agreement, 40% of total installation amount to be paid 3 days prior to installation date. Remaining installation balance of 10% to be paid immediately after completion of the works unless agreed to in writing with Quality Flooring

Custom Order/Payment Schedule

13. The estimated lead-time for any custom order will be up to 12-16 weeks. This does not include any unforeseen delays due to shipping. Should any shipping delays occur, QUALITY FLOORING will endeavour to notify you as soon as we hear of any delays.
14. All custom orders require 100% full payment for stock when the order is placed

Cancellations Policy

- 15. All cancellations will incur a 30% cancellation fee based on the total order.
- 16. No cancellations or exchanges will be allowed on any custom orders/discontinued items

Returns Policy

- 17. QUALITY FLOORING will not accept returns unless there are more than 10% of the total order have left after the installation. Unopened & undamaged boxes with photographic proof will be required.
- 18. Returns must be made within 14 days of delivery.
- 19. Returns will incur a freight charge back to our warehouse, plus a 20% re-stocking fee.
- 20. Refunds will be paid after final inspection & approval at our warehouse

Storage Policy

- 21. Stock paid in full needs to be collected from the warehouse within 60 days of invoice date or storage fees will be applied. These fees will be \$50 per pallet, per month. And will need to be paid prior to stock being released.

*12 month workmanship warranty by contract installer. Before starting with installation, please download and read our installation instruction and warranty carefully from our website. Failure to do so will inevitably result in problems occurring and invalidate your warranty.