

Find Me a Floor

TERMS & CONDITIONS

This site is owned and operated by Orchid Flooring Limited trading as Find Me A Floor Ltd. By purchasing through this website you agree to be bound by our Terms and Conditions listed below.

Find Me A Floor Ltd. complies with the Consumer Contracts Regulations.

DEFINITIONS

In these terms and conditions:-

"us" "we" and "our" means Find Me A Floor Ltd.

"the customer" or "you" means the person purchasing goods from the website.

"the supplier" means the companies which supply the items we sell online.

"the carrier" means the delivery company we or our suppliers use to deliver goods.

"order request" means a customer has placed an order with Find Me A Floor Ltd.

ACCURACY OF CONTENT

Every effort has been made by Find Me A Floor Ltd to provide up to date factual information to ensure that that prices quoted are correct and all products have been accurately described.

We aim to provide as accurate details as possible with regard to weights, dimensions and capacities, but, as this information has come from our suppliers we cannot guarantee them.

We have made every effort to ensure that the colours of products are displayed as accurately as possible; however, we cannot guarantee that the product colours will be of an exact likeness as seen or described.

Unfortunately typographical errors can occur, we do not accept any liability if the information stated/shown is incorrect.

SECURITY

You are responsible for maintaining the confidentiality of your account and any activities that occur on your account. Find Me A Floor Ltd shall not be liable to any person for any loss.

Our Payment Processors, PayPal and Sage Pay, provide very high levels of internet and physical security to ensure sensitive information is not compromised. In the event of needing further information to complete your order, we will contact you by email or telephone to ask additional questions to verify the identity of the person placing the order.

MAKING A PURCHASE

Once you have made your selection(s) and put them in your shopping cart you will be asked for a few details so that we can start to process your request.

The contract to supply goods is formed only when we have received, reviewed and accepted your request to place an order. Once this has taken place you are entering into a contract with Find Me A Floor Ltd.

Find Me A Floor Ltd reserves the right to reject any request to place an order at any time and for any reason.

Delivery is to Mainland UK, Scottish Borders & Highlands, Northern Ireland and UK Islands and payment to be in pounds (£) sterling.

PRICE

Every effort has been made by Find Me A Floor Ltd to display the correct prices on our website, however, errors may occur. Should this happen at the review stage of a customer order request, you will be contacted and given

the choice to cancel the initial order request and any monies you have paid to us will be refunded, or you can proceed with your order at the corrected price. If you cannot be contacted the order request will be deemed to be cancelled.

The price for any item shown on the website is the price we initially offer the customer, however, this price may be subject to a delivery surcharge. This could be due to the weight of your order or the delivery postcode. If this is applicable you will be contacted by a member of our team to discuss the surcharge and then you can decide if you want to go ahead with your order.

CONFIRMATION OF AN ORDER

If you request an order with us by email we will acknowledge your order request by email as soon as possible. Please note that orders placed on a Friday afternoon after 3pm, Saturday or Sunday will not be processed until the following Monday once all security checks have been done.

All items are subject to availability. We will inform you if the goods you have ordered are not available and will contact you when they are.

PAYMENT

You will be able to change your order request up to the point at which you click "submit". We take payment from your credit/debit card or via PayPal at the time we have received, reviewed and accepted your order request.

DELIVERY

Delivery of your order will depend on the type of product you have ordered. We will advise of an expected delivery date for your goods as soon as possible after the order is processed. Every effort will be made to deliver your order within the timescales agreed; however, delays are sometimes inevitable. Please note that some of our suppliers/carriers will only deliver to certain postcodes on certain days.

Find Me A Floor Ltd shall be under no liability for any delay or failure to deliver your order within the given timescales.

Orders placed and paid for via Paypal / SagePay can only be sent to the verified address of the card holder.

When your order arrives, it is important that you check that it is complete and undamaged before you sign for it. All orders are kerbside delivery and may require your assistance to unload. Please contact us on booking if this causes you major difficulties.

DELIVERY CHARGES

Shipping charges (not including Highlands & Islands, Channel Islands, Isle of Man, Isle of Wight and certain mainland Scotland postcodes) for **most** products £9.99 - £14.99 + VAT - Orders over £350 exc. VAT; carriage is free of charge.

Shipping charges (not including Highlands & Islands, Channel Islands, Isle of Man, Isle of Wight and certain mainland Scotland postcodes) for

Quick-Step flooring £34.99 + VAT-Orders over £400 exc. VAT; carriage is free of charge.

Krono flooring £34.99 + VAT - Orders over £350.00 exc. VAT; carriage is free of charge.

Tuscan Solid & Engineered £39.99 + Vat - Orders over £400 + vat carriage is free of charge

Desso Carpet Tiles - £49.95 + vat - over £350.00 carriage is free

Karndean Looselay - £24.95 + Vat - Over £500 + Vat carriage is free to most Postcodes

Karndean Random Plank - £34.99 + Vat - Over £500 + Vat carriage is free to most Postcodes

(Other Karndean products £14.99 + Vat Over 350.00 + Vat Free to most postcodes)

Some of our suppliers and/or carriers have a surcharge for certain postcodes and some surcharges depend on the size and weight of items. If this applies to your order you will be contacted by a member of our team to discuss the surcharge and you can then decide if you want to go ahead with your order.

DELIVERY TIMES

All orders are kerbside delivery and may require your assistance to unload.

We aim to process your order right away, however, orders placed on a Friday afternoon after 3pm, Saturday or Sunday will not be processed until the following Monday once all security checks have been done.

Delivery of your order will depend on the type of product you have ordered.

Our suppliers or their carriers will contact you to arrange delivery. Every effort will be made to deliver your order within the timescales agreed with the supplier; however, delays are sometimes inevitable. Some suppliers/carriers will only deliver to certain postcodes on certain days.

Find Me A Floor Ltd. shall be under no liability for any delay or failure to deliver your order within the given timescales.

RETURNS

If you wish to return an order you must notify us by email, fax or by letter within seven working days, with the order number, your name, full address, email address, contact telephone number, the reason for the return and whether a refund or replacement is required. All returns must be accompanied by a reason for the return along with the invoice / proof of purchase.

Returns will only be accepted if you have contacted us to notify us that an order is being returned, we will give you a returns reference number at this time. Returns will only be accepted if you have been given a returns reference number which must be written clearly on the packaging.

Our email is sales@findmeafloor.co.uk, the customer services number is 01244 533 332, the postal addresses is Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ.

Our returns period is 21 days from when you receive the goods, and any returned items must be returned within this time, so please allow up to 10 working days for the return.

Some of our suppliers will also implement a re-stocking charge, this can vary depending on the supplier, and will be communicated to you upon a returns request. Some of our suppliers will also implement a re-stocking charge, this can vary depending on the supplier, and will be communicated to you upon a returns request.

****PLEASE NOTE**** Products that are cut specifically to order for a project, for example sheet or safety flooring, cannot be returned. Only complete rolls can be returned if required. Any items that have been drilled to order are classed as bespoke by the manufacturer and they will not accept a return.

Some of our suppliers will collect returned goods free of charge. However, some suppliers will charge for collection or in some cases Find Me A Floor Ltd will arrange collection; if either of these is applicable the cost of the return will be deducted from the original total payment taken from your debit/credit card before a refund is credited back to your card.

Any refunds due are credited back to the card used to pay for the original order.

Small items can be returned via the Post Office, if you are returning small goods we recommend you get a Certificate of Posting (available free from the Post Office) for all returns and you should keep this Certificate until you have received your refund or replacement. We cannot take responsibility for goods lost in transit.

Please return all items unused and in their original condition and packaging and with all tags intact. If the item was delivered on a pallet then it must be placed back on the pallet in the original packaging and secured ready for collection. Please write your order number clearly on the package to be returned along with the returns

reference number. We will let you know as soon as the goods have been received, will then process your request for either a refund or replacement as quickly as possible.

We cannot exchange items that show signs of use or are returned after a maximum of 21 days from the date of receipt.

RETURNS OF DAMAGED / FAULTY GOODS

If you wish to return an item that is damaged or faulty you must notify us by email, fax or by letter within seven working days, with the order number, your name, full address, email address, contact telephone number, the reason for the return and whether a refund or replacement is required. All returns must be accompanied by a description of the fault/damage along with the invoice / proof of purchase.

Our email is sales@findmeafloor.co.uk, the customer services number is 01244 533 332, the postal address is Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ.

Our returns period is 21 days from when you receive the goods, and any returned items must be returned within this time, so please allow up to 10 working days for the return.

Any items found to be not faulty will be returned to you.

Please return all damaged/faulty goods unused and in their original condition and packaging and with all tags intact. If the item was delivered on a pallet then it must be placed back on the pallet in the original packaging and secured ready for collection. Please write your order number clearly on the package to be returned along with the returns reference number. We will let you know as soon as the goods have been received, will then process your request for either a refund or replacement as quickly as possible.

We cannot exchange items that show signs of use or are returned after a maximum of 21 days from the date of receipt.

Find Me A Floor shall be under no liability for delays caused by late deliveries or faulty/damaged goods

MISSING GOODS

If an item is missing from your order please contact sales@findmeafloor.co.uk or telephone 01244 533 332, as soon as possible after delivery or within seven working days. We will need your order number, name, full address, email address, contact telephone number and an explanation of what is missing.

CANCELLATION OF YOUR ORDER

Under the Consumer Contracts Regulations, you have the right to cancel the contract for your order at any point from the time of ordering until seven working days after delivery.

Please note however that these rights **DO NOT** apply if the goods you order are made specifically to your specifications. This includes floor coverings and products, cut to your specific order size.

If you change your mind about an order we must be informed by email, letter or fax, within seven working days along with the order number, your name, full address, contact telephone number, the reason for the return and whether a refund or replacement is required. (Our email is sales@findmeafloor.co.uk, the customer services number and fax is 01244 533 332, the postal address is Find Me A Floor Ltd, Unit 12, Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ).

Please be advised that if any goods are returned simply because you have changed your mind the cost of the return will be deducted from your refund.

If your order has not been processed then it can be cancelled immediately and we can refund your money by crediting your payment card. However, if we have contacted our suppliers and the order has been processed and the goods have been dispatched they will have to be delivered and then returned before a refund can be organised. Any refunds due are credited back to the card used to pay for the original order.

Any sum debited to us from your credit card will be re-credited to your account as soon as possible but no later than 30 days from your notification of cancellation.

Please return all goods unused and in their original condition and packaging and with all tags intact. If the item was delivered on a pallet then it must be placed back on the pallet in the original packaging and secured ready for collection. Please write your order number clearly on the package to be returned along with the returns reference number. We will let you know as soon as the goods have been received, will then process your request for either a refund or replacement as quickly as possible.

If you do not return the goods to us in the condition they were in when delivered to you or do not pay the costs of the return of the goods, we shall be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you.

If you need to reach us, you can contact us here or call 01244 533 332 or write to us at Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deeside, Clwyd, CH5 3PZ

Our customer service number is manned during hours (09:00 - 17:30 GMT) Monday to Friday.

If we're not available to take your call, please leave us a message on our answering system.

AGREEING TO OUR TERMS AND CONDITIONS AT CHECKOUT

When you have placed an order request with Find Me A Floor Ltd you will be asked to confirm that you agree with our Terms and Conditions. Please read them as clicking on the confirmation on the checkout pages states that you agree to be bound by the Terms and Conditions stated on our website. We reserve the right to change these Terms and Conditions at any time and the changes will effective from when they are displayed on our website.

PRIVACY STATEMENT

Find Me A Floor Ltd is fully committed to protecting your privacy. We only use the information collected about you, the customer, lawfully, in accordance with the Data Protection Act 1998. Information will only be used to process your order request, Find Me A Floor Ltd will not pass information to any third parties.

OUR DISCLAIMERS

To the fullest extent permitted at law, Find Me A Floor Ltd is providing this website and its contents on an "as is" basis and makes no (and expressly disclaims all) representations or warranties of any kind, express or implied, with respect to this website or the information, content, materials or products included in this site including, without limitation, warranties of merchantability and fitness for a particular purpose. In addition, Find Me A Floor Ltd does not represent or warrant that the information accessible via this web site is accurate, complete or current. Price and availability information is subject to change without notice.

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CUSTOMER SERVICE

Our customer service number 01244 533 332 is manned during office hours, 09:00am to 17:30pm, Monday to Friday. If we're not available please leave us a message on our answering system with your name, contact number and the time and date of your call and we will get back to you as soon as we can during office hours.

You can also email us at sales@findmeafloor.co.uk and we will respond to you between 09:00am to 17:00pm, Monday to Friday.

Our Postal address is:-

Find Me A Floor Ltd, Unit 12 Clwyd Close, Manor Lane, Hawarden Industrial Park, Deside, CH5 3PZ