



#### Delivery

The delivery time is normally within 2 weeks of purchase. During the purchase an appointment has been made about the delivery of the floor. One day before the delivery, you will be contacted at what time you can expect the delivery staff.

The floor is delivered beyond the 1st door on the ground floor, unless there is an elevator. Please contact us if this is not the case.



#### Payment

At the Vloerenwinkel you do not have to pay a deposit in advance (except for customized products). The moment when you receive the products, these products must be paid. This can be done by the following options;

- Bank transfer, please note: the payment must be received when the products are delivered. The account number of the Vloerenwinkel is: NL38 INGB 0000 257550 in relation to Weijers Vloerenwinkel BV. We ask you to mention the address and order number on the payment reference.
- Pay by card at the Vloerenwinkel.
- Cash at delivery, please note that we do not have a mobile payment option.



#### Placement of the floor

If you have chosen for the option to let the floor be installed by our installation service, it is important that you read the following points carefully.

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#### *In advance of the installation*

The current floor must be removed and free of any unevenness. The old plinths must also be removed \*.

\* In case of MDF plinths, the construction plinths must be removed.

In addition, it is important that the surface where the floor is going to be placed is even and flat. (maximum of 2 millimeters on a vertical length of 2 meters)

The moisture percentage in the screed floor should not exceed 2% moisture \* (measured in accordance to the practical standard). For an anhydrite screed floor, this is 1% moisture (measured in accordance to the practical standard). Please note, in many new build houses there is a lot of residual moisture. If this is the case with you, please contact the Vloerenwinkel so we can provide you with appropriate advice. (please note: pre-measured moisture percentages do not provide any security, ultimately the installers determines whether the moisture percentage is acceptable).

\*With the exception of PVC floors, different values apply: screed 0,5%. Anhydrite 0,3%.

The relative air humidity should be between 50 and 70%.

The floor must be placed in the room where it is going to be installed, this because of the acclimatization of the floor.

The spaces where the floor is going to be installed need to be free of furniture and obstacles. If this is not possible, please contact the Vloerenwinkel. Any damage resulting from moving furniture it is at own risk.



#### *During the installation*

Other activities such as the shortening of doors and kitchen skirting are not part of the activities of the installer.

Any remnants, cutting loss and additional waste are not taken into account by the Vloerenwinkel. This can be done for additional cost. The floor is delivered broom clean.



#### *After the installation*

In order to enjoy your floor as optimally and as long as possible, it is important that you maintain it properly. Because each floor has different characteristics, the correct cleaning products are required. Please feel free to contact us for advice about this. As a hint we advise you to use felt or other protective materials under your furniture to prevent scratches and damage. We hope we have informed you sufficiently.



#### Material shortage

If you lack material based on your own dimensions (building plan) you must order and pay for the extra material yourself. This is because construction drawings may differ from the actual floor area (Nen2580: difference floor area and living area). We try to make the best possible estimate of the surfaces and materials. Deviations may occur in the dimensions that cannot be guaranteed in advance.

The Vloerenwinkel is not responsible for the shortage. This only applies when there are no other variable changes such as: change in dimensions, extreme cutting loss due to sloping walls or diagonal laying direction, extra spaces to be laid such as cupboards, bulkheads, washrooms etc.



#### Clean and dry running mats

The exact dimensions of clean and dry-running mats cannot be calculated from a building plan. On the one hand, this has to do with the location of any crawl hatch. On the other hand, the size depends on your wishes, taste and possibilities in your situation. That is why we always recommend coordinating the size of the mat with the floor layer.

Because the dimensions and thereby the cost of the mat cannot be determined in advance, the clean and dry mat is not on your invoice. This is delivered afterwards and must therefore be paid for.



#### Material return

Materials that: not specially ordered, in original packaging, not damaged condition can always be returned. You will receive the purchase amount back.

Tip: it is always advisable to save 1 package if necessary: should there ever be any damage, you can repair it with the same package. It is possible that manufacturers change collections so that your old floor can no longer be available.

Specially ordered products are not taken back. This includes the products: custom-made sun blinds / curtains and specially ordered floors. If you want more information about this, please contact us.

For any questions or comments you can always contact us!

