

Cavendish deVere domestic flooring terms

Flooring supply installation and related services for domestic customers

Version D1 | 17 September 2026

These terms cover flooring supplied and installed by us, fitting of materials supplied by you, and separately booked measuring, inspection, repair and call-out services. They are intended for individuals acting wholly or mainly outside their trade or business. Your quotation identifies the work and prices you are agreeing to. The schedules form part of these terms when completed for your order.

1 Who we are and how to contact us

1.1 We are Cavendish deVere Services Limited, trading as Cavendish deVere, registered in England and Wales under company number 09189490. Our VAT registration number is GB 214 2384 38. Our registered office is 60 Tottenham Court Road, Suite 1152a, Fitzrovia, London W1T 2EW. Our trading and warehouse address is Zeal House, Unit 19, 8 Deerpark Road, Wimbledon, London SW19 3UU.

1.2 Contact us at info@cavendishdevere.com or 020 8135 9452. Our website is www.cavendishdevere.com. General enquiries may also be sent by WhatsApp to 07723 467119. Payment enquiries may be sent to accounts@cavendishdevere.com. You may send written notices and complaints to our registered office. Contact us before returning bulky flooring so we can confirm a suitable delivery address and arrangements; this does not restrict any statutory return deadline or right.

1.3 In these terms, you are the customer named in the quotation. The owner, occupier, person requesting an estimate and person paying are not automatically the same contracting person. We will identify our customer before accepting an order. A representative may act for you within the authority you give them. Merely arranging access or paying for someone else does not make a person a guarantor.

1.4 These terms do not remove your legal rights. Goods we supply must meet the applicable requirements concerning quality, fitness for purpose, description and sample. We must perform services with reasonable care and skill. We remain responsible for work performed by subcontractors we appoint.

1.5 A working day means Monday to Friday excluding public holidays in England. Other references to days mean calendar days unless the law requires another calculation. Statutory cancellation deadlines are not shortened by an office closure.

2 Estimates quotations and making the contract

2.1 An estimate is an indication based on the information then available. A remote estimate may rely on your measurements, photographs, video and description. It is not a structural survey or confirmation of conditions concealed beneath existing flooring. We identify assumptions and any further inspection needed before providing a final quotation.

2.2 A quotation sets out the agreed work, materials, price or clearly explained pricing method, exclusions, payment stages and relevant assumptions. A fixed price remains fixed for that scope, whether we complete it faster or slower than estimated. A stated allowance or measured item is adjusted only using the agreed measurement and pricing method. We do not turn a fixed price into an open-ended estimate after acceptance.

2.3 Our quotation states its acceptance period. If none is stated, please ask us to confirm that it is still available before accepting. Before a contract is made, we may correct a genuine pricing or specification error and offer a revised quotation. We will not impose a changed price on a contract already made merely by describing the change as an error.

2.4 Unless the quotation expressly says that a further written acceptance by us is required, a contract is made when you accept our final quotation after receiving these terms. Acceptance may be through our electronic acceptance process, a signature, or a clear email or other recorded message identifying the quotation. Where our offer permits acceptance by paying a deposit, the quotation and these terms must have been provided before payment. An automatic payment receipt does not change the agreed contract-formation rule.

2.5 We send you a copy of the accepted quotation, these terms and applicable cancellation information in a form you can keep. If your order is expressly subject to our later acceptance, we tell you that before you place it and return any payment promptly if we decline it.

2.6 The contract comprises the accepted quotation and its identified schedules, these terms, and subsequent changes expressly agreed by both parties. An expressly agreed project-specific provision takes priority over a conflicting standard provision, subject to your legal rights. Statements about us or our service that the law makes binding remain binding, including relevant statements made orally. Please tell us about an important promise missing from the quotation so we can record it accurately.

2.7 The version of these terms provided when the contract is made applies to that contract. A later website update does not change it. Changes to an existing contract require express agreement, except changes required by law.

3 Measurements surveys and customer information

3.1 Tell us the intended use, occupancy, anticipated traffic, access restrictions, pets, known damp or leaks, underfloor heating or cooling, acoustic or fire requirements, and any unusual loading or cleaning regime. Tell us about lease, landlord, building-management or planning restrictions relevant to the work. We will advise on suitability within the services we agree to provide.

3.2 If you choose to order using your own measurements, the quotation will say so. You are responsible for their accuracy, including dimensions, stair counts, winders, recesses, doorways and pattern requirements. We will use reasonable care when interpreting them and query obvious inconsistencies. You are not responsible for our own measuring or ordering errors.

3.3 A measurement visit is not automatically included in a remote quotation. You may request one before materials are ordered. Any fee, scope and credit against a subsequent installation are stated before you book. If your inaccurate information causes a genuine extra requirement, we explain and agree the additional work and charges before proceeding.

3.4 A normal flooring inspection is not an intrusive building, structural, asbestos, electrical or plumbing survey. We explain material limits to the inspection. We remain responsible for checks reasonably expected of a competent flooring contractor, including relevant substrate and moisture checks before installation. Conditions that could not reasonably have been discovered may require further investigation or an agreed variation.

4 Appointments and separately charged visits

4.1 We normally offer a two-hour arrival window for a measuring or inspection visit. This is an arrival window, not a promise to complete the visit within it. We notify you as soon as reasonably possible if delayed and agree a replacement appointment if necessary.

4.2 A free quotation or measurement appointment may be cancelled without charge. Please give as much notice as possible. We will not retrospectively turn a free appointment into a paid service.

4.3 A paid measurement, inspection, weekend visit or call-out is a separate booked service at the fee stated in its booking confirmation, including VAT where payable. The confirmation states whether and when that fee is credited against installation. An open measurement report is supplied where the booked service includes one.

4.4 Please give at least 24 hours' notice if you cannot attend a paid visit. Subject to statutory cancellation rights, a late cancellation or failure to provide access may lead to a charge for the reasonable net loss actually caused, capped at the disclosed appointment fee. We deduct saved costs and replacement work and provide an explanation. We do not charge where our own failure caused the missed visit.

5 Prices deposits and payment

5.1 Consumer prices include VAT where payable. The quotation identifies the total, or the method of calculation where a total cannot reasonably be fixed, together with delivery, waste removal, access and other agreed charges. Optional extras require your express agreement.

5.2 The quotation states the deposit and any stage payments. A deposit is credited against the contract price. Payment does not make the deposit automatically non-refundable: cancellation and refunds are governed by clauses 7 and 8.

5.3 Unless we expressly grant credit, we do not commit to non-cancellable procurement or release fitting until the agreed deposit is received and any applicable cancellation or early-start requirements have been addressed. We tell you before acceptance what is provisional and what confirms your booking. If you pay later than agreed, we confirm any necessary date change with you.

5.4 Stage payments become due on the milestones stated in the quotation, against an itemised request. Unless the quotation states another date, the final balance is due on completion and receipt of the final invoice. Completion means the agreed installation is finished and reasonably usable for its intended purpose, subject to notified curing or protection periods; our fitter uploading a job sheet does not by itself establish completion.

5.5 Minor outstanding items are recorded with a remedy date. You may withhold a reasonable amount genuinely related to incomplete or disputed work where you are legally entitled to do so; you do not need our permission to exercise a legal right. Please explain the issue and amount promptly and pay the undisputed balance. We do not require you to pay the whole price for materially incomplete work.

5.6 Pay the company using the methods in your quotation or payment request. We do not accept cash through fitters and they are not authorised to collect or redirect payments. Ask our office to confirm any request to pay a personal or changed bank account using a contact number you already know. We will investigate a payment made in reliance on an apparent authority for which we are legally responsible rather than automatically demanding payment twice.

5.7 We do not impose automatic percentage late fees, a failed-card penalty or a fee for using a consumer card. If a debt remains unpaid, we may seek lawful interest and recovery costs that a court awards or the law otherwise permits. Before proceedings we will give an appropriate written demand and follow the applicable pre-action procedure.

6 Stored cards and authorisations

6.1 A payment for a deposit is not blanket permission to take future payments. If a stored-card arrangement is offered, the cardholder must separately authorise the stated future payments and storage of credentials through our payment provider. The arrangement identifies the order, calculation of amounts, payment triggers and how to cancel it.

6.2 Under that arrangement, we send an itemised invoice and at least two working days' notice of the amount and proposed collection date, unless the cardholder separately authorises an immediate payment. We do not automatically collect a genuinely disputed portion while investigating it. This collection notice does not extend the contractual due date if you choose to pay by another agreed method.

6.3 Card checks and temporary pre-authorisation holds are used only within the cardholder's informed authorisation and the provider's rules. We explain the amount and expected hold period in advance. A successful card check is not a guarantee of available funds or future payment. We do not impose an undisclosed full-balance hold.

6.4 The cardholder may withdraw future payment authority through us or their payment provider. Withdrawal does not cancel a valid debt or the contract; we agree another payment method. A declined check alone does not justify stopping work where payments are up to date and a reasonable alternative is available. Actual non-payment is addressed under clause 22.

6.5 You retain any rights concerning unauthorised payments, chargebacks and claims against your card issuer. A chargeback decision does not necessarily determine the underlying contract dispute. We may provide evidence or pursue a debt lawfully, but we do not impose a percentage chargeback penalty or obtain double recovery.

7 Statutory cancellation for distance and off premises contracts

7.1 Where the Consumer Contracts Regulations give you a right to cancel, you may cancel without giving a reason by a clear statement to us. Email is convenient but not compulsory. The model form in Schedule B is optional. Sending the cancellation before the deadline is sufficient. We will acknowledge electronic cancellations in a form you can keep.

7.2 For a service-only contract, the normal cancellation period ends 14 days after the day the contract is made. For a goods contract, including a contract supplying both goods and installation, the normal period ends 14 days after the day you or your nominated recipient, other than the carrier, physically receives the goods. Where one order is delivered in separate deliveries, the relevant period normally runs from receipt of the last goods, lot or piece. You may cancel before delivery. The law may extend the period if required cancellation information was not provided.

7.3 There is no statutory change-of-mind cancellation right for goods genuinely made to your specifications or clearly personalised where the legal exception applies. We identify those goods and the specific customisation before you order. Describing standard goods as special-order, buying them from a supplier, or a supplier refusing a return does not by itself establish that exception. It never removes your rights concerning faulty or misdescribed goods or defective installation.

7.4 We do not begin a service within an applicable cancellation period unless you expressly request this and receive the required information. For an off-premises contract, we obtain that request in a durable form. If you then cancel, you pay only the lawful proportionate charge for the service actually supplied up to cancellation, calculated against the agreed total or market value if the agreed price is excessive. We do not charge for that early service where the law prevents us because required information or a valid request was missing.

7.5 For a service-only contract, cancellation rights end on full performance only if you expressly requested early performance and acknowledged in advance that this would happen. Starting work alone does not end that right. The separate early-start form does not automatically remove cancellation rights for goods supplied with installation. We identify any applicable goods exception separately and do not assume all fitted flooring is exempt.

7.6 If you cancel a returnable goods order, return the goods or provide them to our authorised collector without undue delay and within 14 days of telling us, unless we have offered or are required to collect them. You bear direct return costs only where we told you this before the contract. For goods that cannot normally be posted, we state the estimated return cost in the quotation. If we did not give the required information, we bear the return cost. Where an off-premises sale involves goods delivered to your home when the contract is made and they cannot normally be posted, we collect them at our expense.

7.7 We refund payments due, including standard outward delivery, without undue delay. For goods where we have not offered collection, we may withhold reimbursement until we receive them back or evidence of dispatch, whichever is earlier, and then refund within 14 days. Otherwise we refund within 14 days of being informed of cancellation. Extra delivery cost above our least expensive standard option need not be refunded. We use the original payment method unless you expressly agree otherwise, without a refund fee.

7.8 We may deduct only a legally permitted reduction in goods' value caused by handling beyond what is necessary to establish their nature, characteristics and functioning, and only if required cancellation information was supplied. We do not impose restocking or lost-profit charges on a statutory cancellation. Your separate rights where goods or services are faulty remain unaffected.

8 Other cancellation changes of mind and postponement

8.1 Outside a statutory right to cancel, you may ask us to cancel or postpone. Please give at least seven days' notice of an installation change, especially for a booking of three or more days reserved more than 14 days ahead. Notice does not itself determine the charge; the actual recoverable loss does.

8.2 If you cancel without a legal right arising from our breach, we may recover a reasonable amount for completed conforming work and the net loss your cancellation actually causes. This may include genuinely non-recoverable materials committed for your order, reasonable supplier cancellation or return charges, transport, bespoke production and reserved labour that cannot reasonably be redeployed. Any claim for lost net profit must be justified, foreseeable and not duplicate those costs.

8.3 We must take reasonable steps to reduce that loss by cancelling commitments, seeking supplier credits, reusing or reselling materials and finding replacement work. We deduct saved expenditure and recoveries. A supplier's standard 30% restocking fee is not automatically your charge: we disclose the applicable supplier restriction and substantiate the actual unavoidable cost. We do not charge more than our proper net loss, and do not retain your whole deposit automatically.

8.4 We provide an itemised cancellation account promptly, apply payments already received, and refund any undisputed excess within 14 days of cancellation, without delaying an earlier statutory deadline. If further supplier information is genuinely needed, we explain the provisional calculation and resolve it promptly; a disagreement does not justify retaining an undisputed credit. If goods paid for remain yours, we agree delivery or collection. We cannot charge you their full value and retain sale proceeds without crediting you appropriately.

8.5 Where you postpone or the site is not ready through a failure for which you are responsible, reasonable additional costs may include wasted attendance, actual idle labour, extra transport, storage, protection and remobilisation. We use disclosed rates where appropriate, deduct savings and replacement work, and do not charge the same labour twice. We explain the likely cost promptly and agree the revised programme and further work.

8.6 Where neither party is at fault and unforeseen conditions prevent performance, we discuss investigation, an alternative scope or ending the affected work on a fair account of work and commitments. You do not automatically bear charges for every unknown condition. No cancellation or postponement charge is payable to the extent the loss results from our breach, failure to carry out reasonable checks or failure to mitigate.

9 Access working hours and other trades

9.1 Unless the quotation states otherwise, the price assumes continuous access to the agreed work areas during weekdays between 8 am and 6 pm. This is a working window, not a promise that every fitter will work ten hours

each day. The quotation states what an hourly, half-day or day rate covers, the crew size, minimum attendance and treatment of travel, breaks, collection and waste removal.

9.2 The price assumes that the work areas are clear, safely accessible and free of conflicting trades and traffic. This does not mean that unrelated work elsewhere in a large property is prohibited if it does not affect our access, safety, curing or finish. Disclose other trades, phased handovers and continued occupation before we price the work.

9.3 Provide agreed keys, passes, parking or loading arrangements, lift access and permissions. Tell us about stairs, restricted delivery routes, congestion or parking costs and restrictions on hours. Additional charges require a disclosed basis and must relate to the actual extra requirement. We do not pass on our own parking fines.

9.4 Where access is interrupted, we record the affected areas, cause, time and likely effect. We may pause work that cannot safely or properly continue, and agree a practicable return date. Reasonable additional costs are dealt with under clauses 8 and 11. Interference does not void the whole warranty or excuse unrelated defects.

9.5 Please allow fitters to work safely and raise non-urgent concerns through the lead fitter or office at suitable breaks and handover. You may inspect the work and raise safety or quality concerns at any time; reasonable questions and complaints are not interference.

9.6 Weekend or out-of-hours work is included only where expressly agreed. Where we offer it at twice the relevant labour rate, the variation states that the total labour rate is 200% of the normal rate, identifies the affected work and gives the total additional price before approval. We do not charge a premium to correct our own breach.

10 Preparing and protecting the property

10.1 Before attendance, remove valuables, fragile items, loose electrical goods and other items identified in the quotation from the work and access areas. Lift or secure curtains and other furnishings that obstruct fitting. We identify which remaining items require protection and who will provide it. We still take reasonable care with the property and any items we handle.

10.2 Furniture and appliance moving is included only where itemised. We may decline unusually heavy, fragile or unsafe items. Plumbing, gas and electrical disconnection or reconnection are excluded unless expressly agreed and undertaken by a competent person. You should arrange suitable assistance in advance. We tell you promptly if an appliance cannot safely be moved because of connections or its condition.

10.3 Provide electricity, water and toilet facilities where reasonably available and agreed. The property should be weather-tight and have the lighting, ventilation and temperature required for the agreed product. Keep children, pets and other occupants away from tools, adhesives, exposed grippers, open floor areas and curing surfaces.

10.4 Tell us about vulnerable decoration and allow paint and wall coverings to cure in accordance with their supplier's instructions. New decoration can be damaged by heavy flooring materials or normal installation contact. Where minor making-good is a reasonably foreseeable and unavoidable consequence despite reasonable care, we explain it and identify any decoration excluded from the price. This does not exclude liability for damage we negligently cause.

10.5 Check whether your property insurer or landlord requires notification of the work. Your insurance does not replace our responsibility for our breach or negligence. We remain responsible for appropriate insurance for our own business activities.

10.6 We may ask permission to leave tools overnight. You may decline. If agreed, we identify a suitable location and you take reasonable care not to move, use or expose them to avoidable damage. You are not an insurer of our tools or liable for every theft irrespective of fault.

11 Additional work and agreed variations

11.1 We obtain your express approval before undertaking chargeable changes to the agreed scope, specification, quantities outside an agreed allowance, programme or working hours. Our variation identifies the reason, work, price including VAT, payment timing and effect on the programme. A clear email, portal acceptance or recorded message from an authorised person can provide approval.

11.2 Consultation alone is not approval. If a fixed variation price cannot reasonably be given, we propose a stated rate or calculation method, an estimated quantity and a spending limit. We seek fresh approval before exceeding that limit. Silence, continued occupation or your inability to attend is not acceptance of new charges.

11.3 Where a disputed variation is not approved, we pause the affected work and explain the available choices. We continue unaffected work where reasonably practical and safe. We may take only the minimum urgent action reasonably needed to make a situation safe or prevent imminent damage if you cannot be reached, and explain the action and any claimed reasonable cost promptly. This is not general authority to complete unapproved extras.

11.4 Approval records should distinguish floor area, linear metres, rolls, packs, bags, thickness, material quantities and labour. Additional smoothing compound is not automatically additional floor area. Where preparation consumption is uncertain, the quotation states the included thickness or quantity, unit rate and approval trigger. We do not charge for avoidable waste or correcting our mistakes.

12 Existing subfloors stairs and concealed conditions

12.1 Structural repairs, joist repairs, removal of squeaks, extensive levelling, damp-proofing and replacement of defective substrates are included only if stated. A smoothing layer provides the finish described in the quotation; it does not necessarily make an uneven building floor level or cure structural movement.

12.2 Before fitting, we carry out the checks appropriate to the product and the work we have undertaken to provide. We will not knowingly cover an unsuitable substrate merely because you ask us to proceed. If necessary, we explain the problem, further investigation, preparation options, costs and programme before agreeing how to continue.

12.3 We are not responsible for an existing structural defect, concealed condition or third party's work simply because we fit flooring above it. We remain responsible where we caused or worsened the problem, selected an unsuitable system, failed to carry out required checks or ignored warning signs a competent fitter should recognise.

12.4 Existing boards, stairs and joists can move or squeak, and fitting a covering alone does not promise silence. If a noise appears after installation, we assess its cause; timing alone neither proves nor disproves responsibility. Repairs outside our scope are quoted separately unless required to remedy our own failure.

12.5 Tell us about known pipes, cables, underfloor heating, shallow services, access hatches and unusual fixings, and supply available plans. We take reasonable precautions before drilling, fixing or cutting. We are not responsible for damage caused solely by a concealed hazard that could not reasonably have been detected or anticipated, but this does not excuse careless drilling or inadequate checks.

12.6 If asbestos or another hazardous material is suspected, we stop affected work, keep the area safe and explain the need for competent investigation. Ordinary uplift and waste removal do not include hazardous-

material testing or removal unless expressly agreed. We retain our own health and safety duties; these are not transferred to you by the contract.

13 Doors clearances and existing fixtures

13.1 New flooring and underlay can change finished floor height. Door trimming, easing, removal, rehanging and adjustment of stops or hardware are excluded unless itemised. Fire doors and regulated assemblies require a competent assessment before alteration.

13.2 Before use, doors must clear the new surface. You should identify protruding nails, screws, stops, damaged thresholds and known obstructions. We also check reasonably accessible hazards affecting our work and notify you of clearance problems we identify. We will not force a door across new flooring or continue through a known damaging obstruction.

13.3 If an excluded adjustment is required, we explain it and agree a separate instruction or leave the affected door safely secured where practicable. Do not operate a door we have identified as unsafe until remedied. Responsibility for subsequent damage depends on its cause, including whether reasonable warnings were given and whether we exercised reasonable care.

14 Materials quantities delivery and storage

14.1 Unless the quotation states otherwise, we supply the specified flooring and installation materials. We confirm product, colour, construction, finish, intended application and any agreed sample. A screen image may not accurately reproduce colour; request a physical sample where colour is important. This does not permit a material departure from the agreed description or sample.

14.2 Purchased quantity may exceed net floor area because of roll widths, pattern matching, pile direction, seams, winding stairs, full-pack ordering and reasonable cutting waste. The quotation distinguishes net coverage from ordered quantity where this affects the price. We explain significant allowances and agree material increases outside the agreed scope.

14.3 Manufacturing tolerances and batch variation are assessed against the actual product specification and relevant current guidance. We do not apply one universal percentage tolerance to all flooring, trims and installation workmanship. You remain entitled to the ordered usable quantity and agreed installation standard.

14.4 Where you supply materials, you are responsible for their purchase, timely delivery and manufacturer information. We are not the seller of those goods and do not provide their manufacturer's guarantee. We use reasonable care to inspect what can reasonably be checked and tell you about obvious shortages, damage or unsuitability. We remain responsible for our handling, advice and installation work.

14.5 Delivery and installation dates, stock availability and any special procurement arrangement are stated in the quotation. A stock indication is not a guarantee of indefinite reservation. We take reasonable steps to obtain the agreed product, tell you promptly of a material supply problem and seek agreement to an alternative or revised date. We do not substitute without approval. If we cannot supply what we contracted to supply, your refund and other legal rights apply.

14.6 Goods remain at our risk until they enter your physical possession or that of your nominated recipient, other than our carrier, subject to the statutory rule where you independently commission a carrier we did not offer. If agreed delivery occurs before installation, you must take reasonable care of them and follow the storage instructions supplied. We remain responsible for our own acts and omissions while handling or installing them.

14.7 Storage responsibility, location and duration must be agreed, particularly for heavy rolls and temperature-sensitive products. Additional storage arising from your postponement is chargeable only on the basis in clause 8. We do not make you responsible for our warehouse losses or supplier insolvency.

14.8 Reusable offcuts and surplus goods paid for by you are left with you or dealt with as agreed. Waste removal covers only the waste identified in the quotation. If you want offcuts removed as waste, tell us; lawful disposal is then arranged. No automatic credit arises for expected cutting waste within an agreed fixed price, but supplier credits and resales are accounted for where clause 8 requires them.

15 Marmoleum linoleum and sheet vinyl

15.1 These products require suitable preparation, controlled handling, storage and acclimatisation. We follow the product-specific manufacturer's instructions and provide the requirements you must maintain. We may arrange delivery shortly before fitting and do not include prolonged storage unless agreed. No universal six-month expiry period applies under these terms.

15.2 If you postpone, reservation, batch and colour availability may change. We check availability when arranging the revised order or programme and explain any consequences. You must tell us your changed requirements promptly. Supplier non-returnability does not override clause 7 or your rights if the goods or installation are faulty.

15.3 Linoleum is a natural product and may display product-specific colour variation or a temporary drying-room film that changes on exposure to light. We explain relevant characteristics before selection where they may affect your decision. We investigate persistent or unexpected variation instead of automatically dismissing it as normal.

15.4 Sheet products have finite widths, commonly two metres for specified ranges. Larger or irregular areas can require joins. The agreed seam plan identifies the approach, including any hot welding, net-fit seams, coving, upstands, internal or external corners and thresholds. Unless specifically agreed, a continuous covering does not mean a seamless appearance.

15.5 Properly formed joins may be visible, particularly in plain or light colours and certain lighting. Visibility alone is not necessarily a defect. Open, lifting, poorly cut or inadequately welded seams are not excused by this clause. Hygienic or specialist performance must meet the specification expressly agreed for the project.

16 Carpets rugs stair runners and natural fibres

16.1 Carpets and natural fibres can show shading, pile-direction effects, shedding, colour or weave variation and product-specific movement. We explain relevant characteristics of the selected product. Normal characteristics within the agreed specification are distinguished from defects; calling a material natural does not excuse unsuitable selection or poor installation.

16.2 Runner and rug orders identify finished dimensions, edging or binding, pattern orientation, joins and any accessories. Staircases may differ in width, squareness and alignment between treads, risers and winders. Before fixing, we agree the practical setting-out approach, such as alignment to a centreline or consistent exposed margins where possible. Existing structural irregularities and any visually important compromise are recorded.

16.3 There is no automatic allowance of 15 mm either side of every runner under these terms. If a measurable tolerance is appropriate for your particular product or staircase, we state its reference points, permitted variation and visual effect in the quotation or a setting-out record before you approve it. It must remain compatible with competent workmanship, safe use and the agreed appearance.

16.4 Sisal, jute, seagrass, wool and other products may respond to humidity, temperature, ventilation and heating or cooling. We provide relevant acclimatisation and care requirements and explain any expected settling period. Settling does not justify leaving loose, unsafe or clearly defective work. We assess concerns promptly and distinguish environmental or structural causes from our installation responsibility.

16.5 A return visit to alter an approved design preference or repair damage caused after handover may be chargeable at an agreed price. Work required to remedy our breach or a covered fault is not charged merely because a settling period has elapsed or a job sheet was signed.

17 Wood laminate and luxury vinyl tiles

17.1 The specification identifies the product, layout, border or pattern, laying direction, subfloor preparation, expansion provisions and trims. Features of the room may require cuts, transitions or an agreed starting line. A photograph of another room does not guarantee identical setting-out in different dimensions.

17.2 Appropriate moisture, temperature, acclimatisation, expansion and underfloor-heating requirements must be met. We explain the customer-controlled conditions and follow the installation requirements relevant to our work. We do not guarantee that timber remains dimensionally unchanged, but movement does not automatically establish that the customer is responsible.

17.3 Colour, grain, knotting and other natural features must be consistent with the selected grade and specification. We discuss important visual preferences before installation. Replacement of selected conforming boards or tiles purely for a later preference is a variation; correcting defective or incorrectly specified work is not.

18 Programme completion and handover

18.1 We use reasonable care to plan and complete the work within agreed dates or, if no completion date is fixed, within a reasonable time. Estimated dates are identified as estimates. Tell us before acceptance about a move, opening or other essential deadline so we can state whether we commit to it. We do not exclude liability for every delay.

18.2 We notify you of a material delay, its cause and likely effect, take reasonable steps to reduce it and agree a revised programme where possible. Curing, drying and acclimatisation are part of the programme. We do not promise unsafe acceleration or charge extra solely to cure our own failure to meet an obligation.

18.3 We invite you or an authorised representative to inspect at a reasonably notified handover time. Another contractor may represent you if you expressly authorise them. Their authority to inspect is not automatically authority to approve extra charges. If nobody attends, we send the completion record and photographs with any outstanding items.

18.4 A job sheet records work, visible condition, reservations, care advice and agreed follow-up. A signature is evidence of what was inspected and recorded; it is not a waiver of hidden defects, legal rights or a complaint not reasonably discoverable then. Refusing to sign does not prevent us proving actual completion by other evidence, and signing does not make incomplete work complete.

18.5 A later visit solely for a non-essential demonstration, preference change or customer-requested inspection may carry a fee disclosed and agreed before booking. We do not charge simply because you missed handover if the visit is needed to investigate or remedy a fault for which we are responsible.

19 Damage records and protecting completed work

19.1 We may make proportionate photographs, video and written records before, during and after work to document condition, progress, measurements and completion. You may make your own records and identify existing concerns. Absence of a pre-work photograph does not mean that all later damage is presumed pre-existing.

19.2 We tell you promptly of damage we identify or cause and discuss investigation and a remedy. Please report damage or a suspected fault as soon as reasonably possible after discovery, preferably with the order reference,

location and available photographs. There is no automatic 24-hour cut-off or requirement to possess timestamped photographs before a claim can be considered.

19.3 Give us a reasonable opportunity to inspect and, where appropriate, remedy our work. You need not delay urgent action needed to prevent injury or further damage. Nor does this prevent another remedy where the law permits it because our proposed remedy is inadequate, unreasonably delayed or has failed. Reasonable third-party costs depend on the circumstances and your legal rights, not solely on our prior permission.

19.4 Follow the care, curing and protection instructions supplied, and ensure your other trades do so. Do not drag furniture, use unsuitable coverings or adhesives, introduce excessive moisture or expose the floor to premature heavy traffic. Responsibility for later damage depends on its actual cause. Unrelated use of an area does not automatically defeat a claim about our work.

20 Guarantees and fault remedies

20.1 In addition to your legal rights, we provide a three-month workmanship guarantee for installation of materials we supply, starting when that installation is actually completed. Tell us of a covered workmanship problem within that period and we will inspect and remedy it without charge within a reasonable time. The guarantee does not depend on uploading or signing a job sheet.

20.2 We do not offer that additional voluntary guarantee for fitting goods purchased independently by you. This does not exclude or shorten your legal rights concerning our services, including reasonable care and skill, or liability for damage we cause to your goods.

20.3 A manufacturer's guarantee is additional to your rights against us as seller. We will provide available guarantee terms and help with a relevant claim; we do not insist that you pursue the manufacturer instead of us where we are legally responsible.

20.4 Where the law requires it, remedies may include repair or replacement of goods, rejection, repeat performance, a price reduction, refund or damages. We meet the applicable requirements concerning timing, cost and inconvenience. The three-month guarantee does not shorten the legal period for bringing a claim.

20.5 Faults caused by misuse, unsuitable care, customer alterations, other trades or environmental conditions outside the specified range are assessed on their cause and the instructions supplied. They are excluded from our voluntary guarantee only to the extent attributable to those causes rather than our breach.

21 Complaints and resolving disagreements

21.1 Please contact info@cavendishdevere.com, telephone 020 8135 9452 or write to our registered office with your order reference, the issues, the remedy sought and available evidence. Written complaints help keep an accurate record, but we also accept other reasonable contact methods and provide assistance where needed. Arrange visits through the office so they can be scheduled and recorded.

21.2 We aim to acknowledge within two working days and give a substantive response within seven calendar days. If an inspection or expert input is needed, we explain why and give an expected update date. We do not treat an unanswered complaint as settled in our favour.

21.3 Please cooperate with reasonable inspection arrangements. If you cannot accept a proposed date, offer alternatives. If contact stops, we may pause the investigation after written attempts to arrange access, but this does not waive either party's rights or convert disputed work into accepted work.

21.4 If we cannot resolve the complaint, we give our final position and, where applicable, details of a suitable accredited alternative dispute resolution provider and whether we are required or willing to participate. We do not require you to accept binding arbitration or give up access to court. Either party may propose mediation.

21.5 You may seek advice, contact regulators or your card issuer and publish an honest review. We ask both sides to keep statements accurate and avoid disclosing private information unnecessarily. Complaining or leaving a review does not itself trigger a charge or termination.

22 Suspension ending the contract and liability

22.1 We may immediately stop work that presents a serious safety risk or where threats, violence, harassment or discriminatory abuse endanger our team. We explain the problem as soon as safe and consider proportionate steps to continue. Robust criticism or a genuine complaint is not, by itself, a reason to end the contract.

22.2 For non-payment of an amount properly due, persistent denied access or another remediable material breach, we give written reasons and at least seven calendar days to put it right before suspending, unless a longer period is reasonably needed or required by law. We take account of a genuine dispute and any lawful withholding. We do not leave the site needlessly unsafe.

22.3 If a material breach remains unremedied after a reasonable opportunity, or safe performance cannot reasonably resume following serious misconduct, we may end the affected contract by written notice. We explain the account for conforming work and recoverable losses, credit payments and savings, and refund sums not properly due. You retain rights to end the contract or obtain other remedies for our breach.

22.4 If an event outside reasonable control prevents performance, the affected party promptly notifies the other and takes reasonable steps to reduce its effect. We discuss alternatives. If substantial delay makes the agreed purpose impracticable, you may end the unperformed part and receive any refund due. Supplier difficulties do not automatically transfer our procurement risk to you or excuse a breach.

22.5 We are responsible for reasonably foreseeable loss caused by our breach or failure to use reasonable care and skill. We do not exclude liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or anything the law does not allow us to exclude. You should take reasonable steps to prevent avoidable loss after becoming aware of a problem.

22.6 These consumer terms are for private use. We do not accept an undisclosed business-interruption or commercial-profit risk under a domestic quotation. This does not exclude recoverable private losses or losses we expressly agreed to protect against, and does not turn a consumer into a business customer by label alone.

23 Privacy photographs and the customer portal

23.1 We use necessary contact, site, order and payment information to quote, arrange work, administer the contract, meet legal duties and handle claims. Our separate privacy notice explains lawful bases, recipients, retention, rights and contact routes. Appropriate sharing with fitters, suppliers, couriers, payment providers and advisers is explained there; we do not sell personal information.

23.2 Site images used for job records are limited to what is reasonably needed. We avoid recording people, identifying belongings or private information unnecessarily. Promotional use is a separate choice: we request specific permission for identified images and uses. Refusal does not affect your service or complaint rights.

23.3 Marketing choices and cookie settings are separate from acceptance of this contract. We obtain consent where required and honour applicable objections and withdrawals. Data-rights requests are handled under current law; we do not impose a routine £10 access fee.

23.4 If we provide a portal, keep your credentials private and tell us of suspected misuse. Authorised representatives should use their own access where available. Use our secure password or reset process; do not email us your password. We may restrict access to protect security and provide a recovery route.

23.5 Download important documents. Temporary portal unavailability does not change the contract or remove your rights: contact us for copies and alternative communication. We take reasonable security measures and do not exclude all responsibility for security failures or malware caused by our breach. A portal edit does not amend accepted terms without agreement.

24 Promotions notices and general provisions

24.1 A promotion states its duration, eligible work and conditions before acceptance. Unless stated otherwise, a labour discount applies only to the specified hourly, half-day or day-rate labour, excludes materials and fixed-price quotations, and cannot be combined with another promotional discount. Existing-customer offers require a previously completed and paid order. Once accepted, an agreed discount is not withdrawn retrospectively.

24.2 Competition entry conditions are provided separately. Any publicity request must be clear and lawful; winning does not automatically require unrestricted consent to use a person's photograph. Withdrawal of a future offer does not cancel an existing contract.

24.3 Formal communications should identify the order and be sent to the contact details in the quotation or subsequently notified. Routine electronic messages are effective when received in an accessible form, not merely because a sender's system says sent. Court documents remain subject to the applicable service rules. Tell us of contact changes and we will do the same.

24.4 We may transfer contractual responsibilities only where this does not reduce your rights or guarantees; we notify you and obtain agreement where required. You may ask to transfer your order, and we will consider the request reasonably. No unrelated third party gains a right to enforce these terms merely by being mentioned in them.

24.5 If a term is unenforceable, the rest continues so far as it can operate lawfully. A delay in exercising a right does not automatically waive it. These provisions do not make an unfair term fair or allow us to rewrite the bargain unilaterally.

24.6 English law applies. You may use the courts available to you under applicable consumer jurisdiction rules, and retain any mandatory protections of the law that applies to you. Nothing requires you to bring a claim in a court that consumer law does not require you to use.

Schedule A Your quotation and important choices

We complete and provide this information with your quotation before acceptance. Entries form part of the order; blank entries do not authorise unspecified charges.

Trader: Cavendish deVere Services Limited, company number 09189490; VAT number GB 214 2384 38.
Registered office: 60 Tottenham Court Road, Suite 1152a, Fitzrovia, London W1T 2EW. Trading and warehouse address: Zeal House, Unit 19, 8 Deerpark Road, Wimbledon, London SW19 3UU. Customer full name and address; installation address; authorised representative and limits of authority; quotation reference and revision; terms version; contract-formation method.

Products and sample references; intended use; room and stair schedule; net area and ordered quantity with units; preparation and included allowances; exclusions; customer-supplied materials; measuring responsibility; seam and setting-out plan; door and clearance arrangements; hazardous-material information; access and other-trade arrangements.

Total price including VAT; deposit; stage amounts and triggers; final payment date; agreed credit exception if any; arrival window; estimated or committed dates; crew and rate definitions; optional out-of-hours price; delivery, storage, waste, moving and revisit charges where applicable.

Sales channel and applicable cancellation information; goods genuinely made to specification with the actual customisation; estimated bulky-goods return cost; any separately requested early start; care and product guidance supplied; optional stored-card mandate and separate promotional permissions.

Acceptance wording: I accept quotation [reference and revision], including its stated scope, price and payment schedule, and Domestic Terms D1, which I have been able to read and download. I understand that this places an order with an obligation to pay the agreed price, including later payments shown in the quotation.

We record your active acceptance, name, date and time. Any acceptance button clearly conveys the payment obligation, for example Accept quotation and pay deposit. We send you a permanent copy of the completed agreement.

Schedule B Optional cancellation form

Complete and return this form only if you wish to cancel. You may instead send any other clear cancellation statement.

To: Cavendish deVere Services Limited, 60 Tottenham Court Road, Suite 1152a, Fitzrovia, London W1T 2EW.
Email: info@cavendishdevere.com.

I or we give notice that I or we cancel the contract for the following goods or services: _____

Order reference: _____ Ordered on: _____ Received on where relevant:

Customer name or names: _____

Customer address: _____

Signature, only if sent on paper: _____ Date: _____

Schedule C Separate request to start services early

This request is used only where an applicable cancellation period exists. It is a separate choice and is not pre-ticked or bundled with acceptance of these terms. We identify whether the order is service-only or includes goods and provide the corresponding cancellation information first.

Order reference and service requested: _____

Requested start date: _____ Agreed price or calculation for the service:

Customer request: I expressly ask you to begin the identified service before the applicable cancellation period expires. I understand that, if I cancel during that period, I may have to pay a lawful proportionate amount for service already supplied in response to this request. I have received the cancellation information and cost explanation.

Additional acknowledgement for a service-only contract: I understand that I lose the statutory right to cancel that service contract once the service is fully performed, provided performance began at my express request with this acknowledgement.

For a contract including goods, the service-only acknowledgement above is not used as a blanket waiver of cancellation rights for the goods. Any legally applicable goods exception must be identified separately before ordering or installation.

Customer name and active confirmation: _____ Date and time: _____

Schedule D Site handover record

Record the order, inspection date, areas completed, outstanding work and target dates, observed condition, concerns raised, photographs, care instructions, remaining payments and any disputed amount. Give the customer a copy.

Customer acknowledgement: This record describes the inspection and matters recorded today. My signature does not waive legal rights or confirm that an uninspected or hidden defect is absent. Any reservations are listed above.

If you are absent or decline to sign, we record that fact accurately and send you the record. We do not enter an acceptance on your behalf.