

Terms & Conditions

Payment Information

Vividfloors.co.uk accepts payment by many different means which include by credit card, debit card or bank transfer. We will not accept liability for any charges made by banks for bank transfer services.

When you place an order with Vividfloors.co.uk, you are making an offer to buy goods. We will send you an email to confirm that we have received your order. We will then check the price and availability of the goods. If we accept your order, we will email you again to confirm that a contract has been made between us. In the unlikely event that the goods are no longer available, or that we have made a pricing, or description mistake, we will advise you of this and there will be no contract between us. We will not take payment from you until we have accepted your order. Once payment has been received your order will be processed.

Offers and Promotions

We may from time to time offer promotions on some of our products or product ranges. All promotions and offers are, unless otherwise stated, strictly one per household and are subject to stock availability. We reserve the right to change the details of a promotion or withdraw a promotion at our discretion.

Delivery Services and Charges (all prices below include VAT)

Delivery Service	Price	Details
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Standard Delivery	Free	<ul style="list-style-type: none">• Delivery is aimed at 2-3 working days standard, but may exceed 5 working days while we await priority delivery service when possible• Between 8am - 5pm• Delivery to kerbside only - courier will not arrange for help beforehand if you may need it• Cut-off time for delivery is 12pm (after this time on the day, where possible)
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Next Day	£29.99	<ul style="list-style-type: none"> • We will aim to deliver within 1-2 working days • Between 8am - 5pm • Delivery to kerbside only - courier will not be able to enter your property. Please arrange for help beforehand if you may need it. • Cut-off time for priority delivery is 11am
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Manufacturing fault claims

We do our very best to ensure your flooring is as expected and without fault. Regrettably, on very few occasions, this may not be the case and we would like to apologise beforehand.

To avoid unnecessary delays and inconvenience to you it is important to check each board within 7 days of being delivered to make sure you have the right product and to check it is without fault or damage. If you are unfortunate enough to notice a fault before installation, please contact us as soon as possible. We will deal with the matter as soon as possible and in accordance with your legal rights.

Other information

Before you place an order it is important that you check the manufacturer's specification details for suitability of their intended purpose. If you are unsure about the suitability of the goods then please ask our customer service team.

We cannot guarantee the colour/pattern matching from a computer monitor. Therefore, it is recommended you view the product in person via our free sample service (delivery is £1.99) or in one of our showrooms.

Some of our flooring items when delivered can sometimes arrive with different names on the boxes, the actual flooring will still be exactly the same as ordered and are sometimes renamed for creative and marketing purposes.