



Green Apple
Flooring Company

Terms & Conditions

For Retail Customers:

Information about Green Apple Flooring

Green Apple Flooring has been supplying Flooring and Accessories for over 15 years.

We stock an extensive range of Solid Wood, Engineered Wood and Laminate Flooring. Our Real Wood Ranges feature both lacquered and oiled finishes; within our Laminate range we have all the leading brands, all at competitive prices.

Pricing

All prices are quoted in GB Pounds including VAT, which is charged at the current applicable rate. We buy direct from the manufacturers and keep our prices as low as possible, but the effect of exchange rates & shipping costs mean our prices are subject to change without notice. However you will only be charged the price quoted at time of purchase.

Payment Information

We accept payment in full at time of purchase by credit/debit card, bank transfer or Paypal we are unable to accept liability for any charges made for bank transfers by your bank. Goods will be despatched once payment has been received.

We will send confirmation of sale and delivery via email; at this point a legally binding contract is entered into.

Should a product be unavailable, or a mistake made in pricing or description we will advise you as soon as possible and there will be no contract between us. If there is going to be a delay in delivery we will contact you by email to advise expected delivery date.

Any queries please contact us by emailing help@greenappleflooring.co.uk or call us on 0800 002 9525 where our staff will be able to assist you.

Payment Security

Greenapple Flooring uses SagePay, the leading (SSL) Certificate Authority enabling secure e-commerce, communications and interactions for Websites. We have chosen the most trusted mark on the Internet and enabled the strongest SSL encryption available to every site visitor.

All transaction information passed between merchant sites and Sage Pay's systems is encrypted using 128-bit SSL certificates. No cardholder information is ever passed unencrypted and any messages sent to your servers from Sage Pay are signed using MD5 hashing to prevent tampering. You can be completely assured that nothing you pass to Sage Pay's servers can be examined, used or modified by any third parties attempting to gain access to sensitive information.

Sagepay

Green Apple Flooring uses Sagepay, the UK's leading independent Payment Service Provider, processing credit and debit card payments for thousands of websites.

Sagepay are fully accredited as a Level 1 compliant provider, the highest level of compliance under the Payment Card Industry Data Security Standard (PCI DSS).

How do I know my details are secure?

All sensitive payment card information is encrypted using the most sophisticated e-payment software available and is sent to the bank for instant authorisation via the Sagepay network of payment gateways. Transactions normally take a few seconds to be processed and at no time are your payment card details at risk from cyber criminals.

Sagepay also remain PCI DSS Level 1 accredited for the third year running, having satisfactorily met the Payment Card Industry Data Security Standard (PCI) and other major payment card association security requirements related to the protection of cardholder data.

Delivery Information

Delivery is free for all orders over £175 inc vat.

Orders under the threshold will incur a delivery charge of £ 29.99 inc vat.

Standard Delivery Information

Standard delivery service will deliver your goods between the hours of 8.30am and 5.30pm Mon-Fri. (Unfortunately with the standard delivery service we cannot guarantee a time.)

You will always be contacted prior to arrange a suitable delivery day.

Standard delivery service will be to kerbside. (Please ensure you make arrangements to take the flooring onto your property and into your home)

Please note we are not liable for any delay in delivery, for this reason we recommend you do not make fitting arrangements until you have received the goods.

Special Delivery

If you require delivery at the weekend, and / or at a specific time please contact our sales team on **0800 002 9525** to arrange this, (this may incur an additional charge).

Alternative Delivery Address

If your goods are to be delivered to an address other than the credit card (used for payment) billing address, additional confirmation from the credit card owner will be required. A member of our sales team will contact you to discuss this once your order has been placed. Please note this may add 1-2 working days to the delivery process.

On Arrival

A signature is required upon delivery; please fully inspect goods to ensure that they are the correct colour, size, style, shade and finish.

Remember, please do not install if the product is incorrect as once installed you will be unable to return them.

Please check that the goods are undamaged and that no items are missing.

In this event please ensure the problem is noted on the carrier's paperwork and contact us as soon as possible (in all cases within 24 hours) in order for us to take action. Please do not install faulty product as once installed you will be unable to return them.

Our Returns or Cancellation Policy does not cover any loss or damage after delivery.

Any queries please contact us by e-mailing help@greenappleflooring.co.uk or call us on **0800 002 9525** where our staff will be able to assist you.

Returns & Cancellation Policy

In the unfortunate event that you are not satisfied and have decided not to use the product, Green Apple Flooring are happy to accept complete order returns and provide a full refund including any delivery costs. Please note you must let us know within 365 days from date of delivery. To arrange please call us on **0800 002 9525**.

This does not apply to products specifically made to your specifications which includes Artificial Grass , Carpet and Vinyl which is cut from a roll to your specific order size

We will arrange the collection of goods on a day convenient to you (please note that we cannot specify a time) We will also pay the cost of return carriage.

Unfortunately we are unable to accept any part order returns, or returns of any product that has been fitted, installed or in any way used.

Goods can only be returned if goods are in the original packaging. However, we are more than happy for you to open and inspect one or two packs of your product. Please ensure you do so carefully to avoid unnecessary damage to the packaging. If goods are inadequately packaged and damaged in transit we may need to charge accordingly.

Manufacturing Fault Claims

A fault with the product prior to installation

Please inspect each board prior to fitting to check for any faults. Should you encounter any faulty boards please do not install them and contact us as soon as possible.

A fault with the product after installation

In the unlikely event your floor develops a fault after the floor has been laid please email us with the date the product was purchased, the product name and a detailed description of the fault. We will contact you to discuss in greater detail.

Please email help@greenappleflooring.co.uk

If the problem cannot be resolved we offer a fully independent inspection of your floor carried out by www.independent-inspections.co.uk They will inspect your floor and make a full report of its condition, the quality of installation and the reason for the fault. The cost of this service is £89.00 including VAT. You will need to pay this prior to the inspection taking place.

However should the inspection find the product is faulty we will fully reimburse you for the inspection and pay for any works recommended in the report.

Your statutory rights are not affected

Other Information

Before placing your order please check the manufacturer's specifications for the suitability of the intended use. If you are unsure in any way please contact us. We cannot guarantee the colour/pattern from a computer image, we advise that you view the product in a store or contact us for a sample.

We can be contacted by email at help@greenappleflooring.co.uk or by calling us between 8.30 and 17.00 Monday to Friday.

Telephone **0800 002 9525**

Privacy Policy

for www.greenappleflooring.co.uk

We at Green Apple Flooring respect the privacy of our visitors and are committed to preserving your online safety by preserving your privacy at anytime you visit or communicate with our site.

Our Terms of Use and Privacy Policy offers you a thorough explanation regarding your personal data provided to us or any data we may collect from you.

This Privacy Policy is updated from time to time; therefore, it should be reviewed occasionally.

[For the purpose of the Data Protection Act 1998, Patricia Nixon is our data controller.]

1. Collected Information

Data can be collected and processed during the operations of our website. The following are ways we may perform these actions:

1.1 Data regarding your visit(s) to our website and any resources used are collected. The following is included and not limited to: location data, weblogs, traffic data, and any other communication information.

1.2 Any forms you filled out on our site allows us to collect data such as registering for information or when you complete a purchase.

1.3 If for any reason you communicate with our personnel or site we may collect information.

2. Cookie Usage

There are instances where we may use cookies to gather information regarding our services in a mathematical collection for our website and our advertisers.

Any information collected will not have any identifying data. It is statistical data about our visitors and how they have used our site. No personal details will be shared that could identify you.

We may assemble information about your common internet use with a cookie file. When used, the cookies are downloaded to your computer automatically. The cookie is stored on the hard drive, with transferred information. The data sought by the cookie helps us improve our website and any service offered to you.

Your browser has the ability to decline cookies. This is done by setting your browser options to decline all cookies. Note: if you do decline the download of cookies, some aspects of our site may not work or allow you access.

Our advertisers may download cookies to which we have no control. If used, these cookies are downloaded by clicking on an advertisement found on our website.

3. Our Use of Your Information

Information stored or collected regarding you helps us improve and offer services you need. The following list contains how we might use your data:

3.1 Any request you make of our site or personnel allows us to use information you provided us with, relating to the products or services we have. We may also send information on products or services you may be interested in, as long as consent has been received.

3.2 Contract Commitments: To meet any Commitment we make to you.

3.3 Changes or Improvements made to the site can warrant use of your information, with regard to notification of such changes.

3.4 An existing customer may be contacted regarding products and services related to any item of previous sale you made on our site.

3.5 We may use data or allow third parties to use information that is not related to goods or services you may be interested in. We or third parties contact you only if consent has been provided by you at anytime, based on information we collected.

3.6 Any new customer can only be contacted by us or third parties if consent has been offered via our site. We only send communications you have consented to.

3.7 Anyone who does not wish to give consent for our site or third party use has the opportunity to decline. Once we receive your withhold for consent we will remove your details from any mailings or third party communications.

3.8 None of the information collected about you will offer identifiable characteristics. Information shared to a third party is statistical only. We will not reveal who you are, only mathematical information about our visitors.

4. Personal Data Storage

4.1 Locations outside the European Economic Area may be used for transferring data we collect about you. These data sites are for storing or processing of your information. The information we share outside the European Economic Area may be shared with staff based on the process and storage of said data. It may include such processes as processing a payment or offering support for your service or product needs. The staff processing or storing information may work for our suppliers outside the European Economic Area. By submitting your data to use you have agreed to this transfer and storage of data. We take all reasonable action to ensure the safety of your personal data in agreement with this Privacy Policy.

4.2 Information we are provided will be stored on secure servers. Transaction data is encrypted for your safety.

4.3 You should understand data via online transmission is not completely secure. We cannot guarantee full protection and security data, only that we take all reasonable action to protect information sent to us electronically. Transmission of any data by you is at your own risk. Where applicable you may be given access to sections of our site that require a password. You are responsible for the passwords safety and confidentiality.

5. Information Disclosure

5.1 At times we may disclose personal information to persons in our group. This can include subsidiaries, holding companies, or any other subsidiaries involved in our business, if applicable.

5.2 Third Party disclosure may occur for the following reasons:

5.2.1 Selling any or all of our business to a third party may result in sharing your information.

5.2.2 At any time when we are legally required to we may disclose information about you and your visits to our sites.

5.2.3 To prevent fraud and help in fraud protection in order to reduce credit risk, we may disclose information.

6. Third Party Links

Third party links may be discovered on our site. These third party links have their own privacy policy, which you agree to when you click on the link. We are not responsible nor do we accept responsibility for third party links. Our liability covers us only on our site, and thus we do not accept liability for third party links as we have no control over them.

7. Information Accessibility

We cannot withhold data we collect about you, as per The Data Protection Act 1998. This act provides you with access to any information we may hold on you. If you wish to have access about our data collection on you please pay our fee of £10. The fee covers our costs for processing your request and getting the data to you. Please use the contact details below to formulate your data access request.

8. Contacting Us

Please feel free to contact us with queries, requests, or comments you may have about our Privacy Policy. We welcome any communication via the email address supplied here: pat.nixon@image-group.co.uk

Disclaimer

The information contained in this website is intended for information purposes only.

Whilst Green Apple Flooring endeavours to provide correct and up to date information we make no representation or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, pricing, products, services or related graphics contained on the website for any purpose. Any reliance on the information is at your own risk.

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You may print or download to a disc for your personal non-commercial use.

You may copy to third parties for their personal use, but only if you acknowledge this website as the source of the material.

If you have any queries regarding this website or require further information please contact us by emailing help@greenappleflooring.co.uk or call us on **0800 002 9525** where our staff will be able to assist you.

For Businesses and In-Store Customers

Please note by entering a Business name into the company field indicated on the 'Your Details' page or by visiting and selecting your products at our showroom (The Mousery, Beeches Road, Battlesbridge, Essex, SS11 8TJ) your purchase is not covered by the Distance Selling Regulations 2010, and the terms and conditions of the sale are as follows.

Pricing

All prices are quoted in GB Pounds excluding VAT, which will be charged at the current applicable rate and added to purchases at checkout. We buy direct from the manufacturers and keep our prices as low as possible, but the effect of exchange rates & shipping costs mean our prices are subject to change without notice. However you will only be charged the price quoted at time of purchase.

Title

Title to the goods shall remain the property of Green Apple Flooring until full payment for the goods has been received.

Force Majeure

If delivery of the goods is delayed or prevented by events or circumstances beyond the control of Green Apple Flooring then Green Apple Flooring shall not be liable for any loss or damage caused thereby.

Inspection and Sample

Buyer shall have the right to inspect the goods upon delivery, inspection and acceptance by the buyer shall be final and failure to inspect and/or reject the goods on delivery shall be deemed acceptance of the item so delivered. Any samples shown to the buyer before placing this order were for the sole purpose of suggesting the character of the goods.

Claims

Any claim for breakage, short shipment, mis-delivery or defects in merchandise must be made in writing to the deliverer of the merchandise at the time of delivery. If no such claim is made the right to make any such claim is deemed waived.

Installation

Green Apple Flooring shall in no way be responsible for the installation or finishing of the goods.

Warranty

Green Apple Flooring makes no warranty of any kind, including any warranty of merchantability or fitness of the merchandise for any particular use. In addition, Green Apple Flooring shall not be liable for any loss or damage directly or indirectly arising from the use of merchandise delivered or for consequential damages resulting from its use.

Payment

Non account customers: payment in full (cleared funds) must be received before goods can be collected or dispatched. Account customers: Terms of payment - Nett 30 days - from the date of invoice. All past due invoices are subject to 1.5% service charge per month. In the event of a default in payment, purchaser shall pay in addition to the outstanding balance, the full cost of collection, including collection agency fees, statutory costs, disbursements and legal fees equal to 25% of the unpaid balance at the time of referral of the account to a collection agency or attorney.

Limitations of Damages

Any earlier provisions of these of sale to the contrary, notwithstanding, the purchaser may not recover from image trade flooring depot as damages any sum in excess of the purchase price of the material.

Returns

Green Apple Flooring will not accept any returns unless authorisation is given in writing, under no circumstances will Green Apple Flooring accept returned merchandise after 30 days from invoice date. All authorised returns must be in full unopened packs and are subject to inspection and 25% handling charge, no cancellations will be accepted on special order goods whatsoever.

Acceptance

Installation and/or use of the goods or merchandise by the purchaser shall constitute an irrevocable acceptance of goods or merchandise.

Cancellation

No cancellation will be accepted after the order has been shipped from our warehouse. No cancellation on special orders will be accepted under any circumstances.

These Terms and Conditions do not affect your Statutory Rights.