

Nodi Carpet Terms and Conditions

Quotes: NODI will provide an initial approximate quote based on floor plans to scale with correct measurements and information provided by the customer. This will give an approximate cost of carpet and basic install (Excludes removal of existing carpet, removal of furniture from space & floor prep). A site visit is required prior to carpet installation - the site will be measured, assessed and re-quoted with full scope of work required. Any extra or special requirements will be clearly stated on the updated quote, any details not noted on the quote are not included in the pricing.

Any special requirements for installation should be communicated as early as possible to NODI in the quoting stage of the project. Additional costs may incur depending on the requirements. Quotes are subject to change based on site visits as well as any changes to the site prior to install.

Site Visits: At least one site visit is required per project, any projects spanning over 6 months from the date of the first site visit to the installation date may require an additional site visit to ensure no changes have occurred from the initial visit. If any changes have occurred NODI holds the right to adjust the initial quote to include an potential extra costs.

During the site visit NODI's installation team will thoroughly measure outlined installation areas, create a cut/join plan for the install and advise weave direction plan for laying the carpet. Our installers will also assess the state of the floor at the time of the site visit to advise of any floor preparations that may be required. As carpet layers our installers are only able to provide a basic level of floor preparation. This includes fixing minor flooring imperfections and ramping where required to bring the carpet up to level to meet tiling or timber floors. Any requirements outside of these basic preparations are the responsibility of the customer, alongside a specialised builder to complete prior to install. NODI is not responsible for levelling a floor and will not provide this as a part of our carpet installation service.

Carpet Installation: NODI require full payment of an order including installation and delivery costs prior to the agreed installation date. Payment must be received at least 48 hours prior to the installation date for Auckland installs and at least 14 days prior to install for projects outside of Auckland.

Carpet will be pre-cut prior to installation and delivered to site for the start day of the agreed installation.

NODI will indicate within the quote the length of time the install is expected to take. However any onsite delays created by a 3rd party may required an extended installation period which may incur further charges. If this is the case, this will be communicated by the NODI Operations team and any extra costs will be considered and disclosed with payment required immediately.

The customer needs to be aware that minor paint damage particularly to skirting / architraves and perhaps lower wall painting surfaces may occur during the installation of carpet or rugs. Floor coverings by their nature are bulky, difficult to manoeuvre and generally have coarse backing - all of which may cause minor paint damage. Our carpet installer(s) will exercise all care in this regard when installing the carpet, we cannot accept any liability for any such damage. It is particularly important that any newly painted surfaces have the paint manufacturers recommended cure time before being subjected to wear or carpet installation. Newly painted surfaces are particularly prone to damage. We recommend that you keep a small amount of paint available so that your painter may touch up any scratch marks etc.

At the end of the install ,NODI installers will conduct a final walk through with the designated onsite contact. During the walk

through all details will be checked and signed off by both parties. Upon the on site contact signing off the installation NODI deems this as confirmation of work complete to their satisfaction. If any issues arise after the sign off that are not related to a manufacturing or install fault, NODI has the right to reject the claim or offer a resolution at a cost.

NODI has the right to charge an additional fee of \$250 for any job being rescheduled by the customer 48 hours prior to agreed install date for Auckland installs and 10 days prior to the agreed install date for all outside of Auckland installs.

NODI has the right to charge storage fees on purchased stock that is requested to be stored past the originally agreed dispatch date. The storage rates are @ \$28 per week per carpet roll. All storage invoices require full payment ahead of product being dispatched.

NODI has the right to charge an additional fee of 25% of the order value for any excess carpet stock wanting to be returned for a credit, this excludes any faulty products.

Supply Only: NODI can offer supply only on any carpet style within our offering however, in this case the NODI 5 year manufacturing warranty becomes void. NODI cannot be held responsible for the handling, treatment and installation of our carpet by a 3 party installer separate to NODI's own specialised install team.

Aftercare: NODI installation teams will provide an aftercare information leaflet upon the completion and sign off of the install, this information can also be accessed on our website care page.

Warranty: NODI's warranty period against premature failure from manufacturing defects is 5 years for carpet from date of installation. Within this warranty agreement, NODI has the right to reject a warranty claim if the carpet was used in an inappropriate area and or manner. Correct laying methods and adhesives must have been used, NODI works with highly skilled and experienced installers and have been trained specifically to install our handmade carpet. If a separate installer to NODI's recommended partner is used this will void any warranty agreement as NODI cannot determine correct installation and join plan for natural handmade products has been carried out.

NODI will assess and repair or replace any carpet if it is defective during the 5 years from the date of install provided the carpet was used for normal household purposes and maintained in accordance with the care instructions. Any improper or negligent use or neglect will void this warranty.

hello@nodirugs.com

(09)390 0370