

Placing an Order:

To place an order, please follow the online order form instructions.

You can also place an order by e-mail or over the phone, by providing us with all required information.

An order will be accepted as a contract only after the Wood Flooring Hub has sent an invoice stating acceptance.

All goods listed on our website are subject to availability. If any items on the your order are out of stock or available outside the Wood Flooring Hubs normal delivery times, we will advise the you immediately of the expected delay in delivery. If this proves unacceptable the you may cancel the item from the order, or cancel the order in full, and we will issue a full refund.

We do not accept orders from outside UK.

Our Products

Hand Finished Floors:

All our floors that are hand finished may have colour variation between the boards, as finish is applied to each plank separately.

Payment:

You shall pay for the Product in full at the time of ordering using secure PayPal payment.

If a payment is not received or payment method is declined, the buyer forfeits the ownership of any items purchased. No items will be shipped until we receive full payment at the time of ordering.

Shipping Policies

For all orders made outside the Bristol area we use shipping companies/couriers that have their own policies to carry the goods. Drivers are not responsible to carry the goods that are delivered on a pallet, are left by the front door, on the driveway, or by the garage.

We will do our best to ship all goods next day of making an order. All orders above £1000 are shipped free of charge, below that amount please contact us to arrange a convenient rate.

Shipping will be paid for by the buyer in the amount agreed upon by the seller at the time of purchase. Most of our products are shipped to Bath, Bristol and Cardiff.

You must inspect all goods for any damage or shortage on delivery in the presence of the delivery driver. Any loss or damage must be clearly written on the delivery note and we must be informed within 24 hours by telephone. No claims for damage or shortage will be entered into if this condition is not met.

If we are unable to meet the estimated delivery date: We will let you know as soon as possible, but to the extent allowed by law, we shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses cause by late delivery.

You are obligated to cover second delivery cost if for any reason you are not able to accept original delivery, and the delivery date has been agreed before. We are able to cover only one delivery cost even if the parcel is eligible for free delivery.

You are obligated to contact us within 7 days from placing the order to inform us of any missing deliveries as otherwise we may not be able to allocate your shipment and issue refund or redeliver your shipment

From the time of delivery the goods are in your responsibility.

We only supply goods to UK addresses.

Refund/Return Policy

You have the right to return goods within seven days of the goods being received . Goods returned must be in a saleable 'as new' condition and returned in their original packaging. Shrink-wrapped and factory packaged goods must be returned unopened.

Customers returning goods are responsible for shipping the goods back to our factory, unless the returned goods arrived damaged and a report has been sent to the company within 24 hours of delivery. Customers have 14 days for returning the Goods except for floors.

If the item matches the description by the seller and the buyer is unsatisfied, seller is not responsible for refund.

Colour accuracy of the products viewed on our website cannot be guaranteed due to image reproduction process and different light shades. We will make every effort to ensure that the information published on our website are accurate, current and complete at the date of publication.

We will not accept cancellation or return for products made to your specifications that are hand finished to custom colours, or any product that is cut to your required measurements we can only accept cancellation if the preparation process has not been started yet .

Free Samples

You can order up to three free wooden floor samples by filling an online form or send us an e-mail with all required information.

Our Company supplies samples to you without any guarantee as to the size, colour or quality of the Goods. Because wood flooring is a natural product and the sample is no bigger than A4 format, it cannot be considered full representation of the finished floor.

Cancellation

If necessary we can accept full cancellation, with full refund of your products if cancellation takes place before shipping has been made, if after you must return the goods to us at your own expense. You will need to return the goods back to us via your chosen courier. You have to make sure the goods are packed adequately to protect against damage, if you fail to take care of the goods before returning, and this results in damage or deterioration, we will charge accordingly.

We will not accept cancellation or return for products made to your specifications or any product that is cut f to your required measurements we can only accept cancellation if the preparation process has not been started yet .

Please see also return policy.

Price

All prices stated on our website will include VAT, unless otherwise stated.

The price of the Products and our delivery charges will be as quoted on our site, except in cases of obvious errorand are liable to change at any time, but changes will not affect orders which we have already sent you a Dispatch Confirmation.

Please note every quote is only valid for 2 months from issue date.

Our Customer Privacy:

We can promise our customers to never pass any personal details to any outside company for mailing or marketing purposes whiteout permission.