

W2W FLOORING

Floor Fitting Service Policy

Applies to: Professional floor fitting arranged by W2W Flooring.

Last updated: 1st July 2026

Review owner: W2W Flooring.

1. A quick overview

Buying your flooring is only half the job — fitting it well is the other half. Our optional fitting service (please check we fit in your area). connects you with experienced fitters so your new floor looks and performs its best from day one. This policy explains how the service works, what it includes, what it does not, and how cancellations, changes and refunds are handled.

We are an online-only retailer. Everything below is arranged remotely, by email, through our fitting enquiry form and over WhatsApp, so you never need to visit us.

Please read this policy alongside our Terms & Conditions, Delivery Policy and Returns Policy. If anything is unclear, our team is happy to talk it through before you commit.

2. What the fitting service includes

Our fitting service covers the professional installation of flooring you have purchased from W2W Flooring, following a site survey to confirm the work needed.

What is included

- A site survey to measure up, check the subfloor and confirm the scope and price of the work.
- Professional installation of your W2W flooring by an experienced fitter.
- Standard preparation appropriate to the floor type (for example, laying underlay you have purchased, and fitting trims and door bars you have purchased).

What is not included as standard

These are chargeable extras or your responsibility — see Sections 6, 7 and 8.

- Trimming, planning, re-hanging or adjusting internal doors.
- Major subfloor repair to level the floor. However, we do offer screeding, damp-proofing or plywood overlay, which would only smooth out the floor. Any major levelling issues need to be rectified by a joiner first.
- Lifting and disposing of your existing floor covering, unless quoted for.
- Moving furniture, appliances or fitted units, and disconnecting or reconnecting gas, electrical or plumbed appliances.

- Building, joinery, decorating or making good beyond the flooring itself.

If your survey shows extra work is needed, we will quote for it separately and clearly before any work starts. You are always free to arrange that work with your own tradesperson instead.

3. How the process works

Here is the journey from order to finished floor. A visual version of these steps is shown in the process flow chart in Section 11.

1. **You order your flooring.** Once your order is complete, we email you to ask: interested in our fitting service? The email includes a link to find out more.
2. **You complete the fitting enquiry form.** The link takes you to a short form. Fill in the fields so we understand your project (your details, address, product, rooms and any access notes).
3. **Our sales team gets in touch.** A specialist picks up your enquiry and contacts you to arrange a convenient site survey date, over WhatsApp. We aim to book this survey within 7 days of your flooring being delivered.
4. **We carry out the site survey.** We measure up, check the subfloor and room, and confirm exactly what your fitting will involve.
5. **We confirm your fitting quote.** After the survey, we send you a clear price for the fitting service, including any extras identified.
6. **You confirm and pay.** To book your fitting, you confirm the service and pay for the fitting in full. Your fitting date is reserved once payment is received.
7. **Your fitting takes place.** Fitting begins within 7 working days of your confirmation and payment, on a date agreed with you.
8. **Your floor is finished.** Your fitter completes the installation and tidies the work area. We will confirm any aftercare steps for your floor type.

We keep you updated at each stage, mostly over WhatsApp, so you always know what happens next.

4. The site survey

The survey protects you from surprises. It lets us measure accurately, check that your subfloor is ready, and price the work honestly before you commit.

- We arrange the survey date with you over WhatsApp, aiming for within 7 days of your flooring being delivered.
- Someone aged 18 or over must be present at the property for the survey and must be able to give access to all rooms involved.

If we cannot access the property on the agreed survey date, a re-visit may be needed, and a charge may apply (see Section 6).

5. Confirming, paying and timings

- After the survey, we send your fitting quote. Quotes are valid for 5 working days.
- To book, you confirm the service and pay the full fitting cost upfront through our secure checkout.
- Once payment clears, we reserve your fitter and agree your fitting date with you.
- Fitting begins within 7 working days of confirmation and payment.
- All prices are in GBP and include VAT where applicable.

Please check your flooring before your fitting date. Take delivery of your order, open it and check it for damage, shortages or the wrong item. Report any problem to us straight away, before fitting day. Fitting can only go ahead with the correct materials on site and acclimatised where the manufacturer requires it (many wood, laminate and LVT floors need time to adjust to room conditions first).

Your payment is protected by secure checkout.

6. Cancellations, changes and refunds

We want you to feel confident booking. This section explains your legal cancellation rights and the charges that may apply. Because our fitting service is arranged at a distance (online and over WhatsApp), it is covered by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

6.1 Your 14-day cancellation right

You normally have a legal right to cancel a service contract within 14 days of entering it, without giving a reason. This is your statutory cooling-off period.

Because fitting usually starts within 7 working days — inside that 14-day window — we will ask for your express request to begin the service during the cancellation period, and confirm it in writing (for example, by WhatsApp or email). This is a legal requirement, and it protects you.

- If you cancel **before any work has started**, you receive a refund of what you have paid, less any survey fee or non-refundable costs already incurred (see below).
- If you cancel **after you asked us to begin and work has started**, you must pay a proportionate amount for the work already carried out and for materials and services already supplied. We refund the balance.
- Once the fitting has been **fully performed** — with your prior request and your acknowledgement that you would lose the right to cancel on completion — the statutory cancellation right no longer applies.

Nothing in this policy removes your statutory rights.

6.2 Cancellation and change charges

Our charges reflect the genuine costs we incur when you cancel or change a booking — such as survey time, reserved fitter time, and materials or bespoke items ordered for your job. They are not penalties.

When you cancel or change	What you pay	Why
Before the site survey	No charge (or refundable survey fee)	No costs yet incurred
Site survey missed — no access on the agreed date	£50 re-visit / call-out fee	Wasted survey visit
After survey, before you confirm and pay	No charge, or survey fee retained	Survey completed only
After you confirm and pay, before materials ordered or fitter scheduled	Full refund less survey fee	Minimal costs incurred
Within 14 working days of your fitting date	50% of the fitting cost	Reserved fitter time cannot be re-booked
Once fitting has started	Payment for all work completed and materials supplied; no refund for completed work	Work and materials already provided
Bespoke, cut-to-size or specially ordered items	Non-refundable once ordered / cut	Cannot be resold

To cancel or change, contact us as early as possible by replying to our email info@w2wflooring.co.uk. We will confirm any charge in writing before it applies.

6.3 If we cancel or cannot fit

If we need to reschedule, we will agree a new date with you as soon as possible. If we cannot carry out the fitting and it is not your fault, you are entitled to a full refund of the fitting cost.

7. Doors — please read carefully

A new floor adds height. This means internal doors sometimes need adjusting so they open and close freely over the new surface.

- During fitting, doors may need to be **removed** to complete the installation neatly.
- **Trimming, planning, re-hanging and adjusting doors is not included** in the fitting cost.
- Arranging for doors to be trimmed and re-fitted — for example, by a joiner or carpenter — is **your responsibility** and at your own cost.

Please plan for this before your fitting date so you are not left with doors that will not close. If you are unsure whether your doors will be affected, ask us at the survey stage.

8. Subfloor, rooms and preparation

A good finish depends on a sound, dry and level subfloor. At the survey we check this, but some conditions only appear once work begins.

- If your subfloor needs levelling, damp-proofing, repair or an overlay, this is **chargeable extra work** and will be quoted separately. You may also arrange it yourself before fitting.
- Please clear the rooms of furniture, belongings and breakables before the fitter arrives, unless we have agreed otherwise in writing.
- Disconnecting and reconnecting gas, electrical or plumbed appliances (for example, cookers, washing machines or radiators in some jobs) must be done by a suitably qualified tradesperson you arrange. Our fitters do not carry out this work.
- Please make sure there is safe, reasonable access to the property and, where relevant, suitable parking.
- Rooms should be at a normal, workable temperature, and any flooring that needs to acclimatise should have been kept in the room per the manufacturer's guidance.

We will always talk you through preparation at the survey so there are no surprises on the day.

9. What we need from you (at a glance)

To keep your fitting on track, please:

1. Take delivery of your flooring and check it before fitting day.
2. Report any damage, shortage or wrong item to us before the fitter arrives.
3. Make sure someone aged 18 or over is present and can give access.
4. Clear the rooms and arrange any appliance disconnection in advance.
5. Plan for door trimming and re-fitting if needed (see Section 7).
6. Tell us about anything that could affect access, parking or the work.

10. Your rights, our workmanship, warranty and complaints

- **Quality of work.** Under the Consumer Rights Act 2015, we will carry out the fitting service with reasonable care and skill and within a reasonable time. If something is not right with the workmanship, you may be entitled to have it put right (repeat performance) or, where that is not possible, a price reduction.
- **Your flooring.** The flooring products themselves are covered by the manufacturer's terms. This service is covered by a manufacturer-backed warranty where applicable. See the product page for terms.
- **Fitting workmanship guarantee. PLEASE CONFIRM**

- **Natural variation.** Small differences in shade, texture and batch are normal in flooring and are not defects. Ordering a sample first is the best way to check colour and feel at home, in both daytime and evening light.
- **Complaints.** If you are unhappy with any part of the fitting, contact us at info@w2wflooring.co.uk with your transaction reference number. We will investigate promptly and work with you to put things right.

11. The fitting process — flow chart

The chart below shows the full journey from order to finished floor.

W2W Flooring — Fitting Process

From order to finished floor, arranged online and over WhatsApp



Covered by the Consumer Contracts Regulations 2013 & Consumer Rights Act 2015. Your statutory rights are not affected.

12. Ready to book?

If you would like a professional finish to match your new floor, our team is here to help. Chat with a specialist to start your fitting enquiry, and we will guide you from survey to finished floor.