

Frequently Asked Questions

Dos we hold stock of any rugs?

No, each Tretford Rug made to order and put into a production schedule.

Are all colours available in Australia?

All colours are stocked in Australia but not all colours are stocked in high quantities. Please check with our office on your required colour levels before placing an order. You can call us on **07 3881 1777**.

The lead time for rugs with colours that are not in stock will be 14-16 weeks from date of order.

What is the lead time for a custom rug?

General lead times are approximately 4 weeks from the date of order depending on the complexity of design and construction.

Payment terms?

Full payment will be required before assembly. (Other payment terms will apply if you hold a Gibbon Group account or can be arranged on a case-by-case basis).

What is the width of Tretford Rugs?

There is no maximum width, however should the rug be more than **4 metres wide** it may require assembly (*final joining*) on site by a nominated flooring contractor*.

Tretford Cord Carpet is 2 metres wide. **Rugs over 2m wide will be made with a CENTRE JOIN** (depending on the rib direction), unless otherwise specified by the client for a side join. All rugs are priced including the waste material, as we cannot always use these pieces in other rugs.

There is no guarantee that joins will be invisible, however we will always do our best to try and achieve this. *Some colours may show more noticeable joins than others. If you have any questions regarding this please contact us below.*

Gibbon Group can provide a join sample, please send request to tretrugs@gibbongroup.com.au.

* Please see section on **Installation** below.

What is the thickness or height of a Tretford Custom Rug?

Each rug is 8mm thick including the felt backing

How are the rugs finished? (Edging or binding)

Tretford Custom Rugs do not require edge finish as the product is dimensionally stable and will not fray or unravel. Bound or stitched edging can be arranged, please ask for options at time of quote (a sample of the binding colour can be sent on request prior to ordering. Please note limited availability only – and samples can take up to 3 days to produce).

All rugs* are fully welded to form one complete rug with felt backing and a care & maintenance label on reverse

* Does not including installed rugs, as these will have no backing.

Delivery: how much will it cost?

Standard Delivery: **Kerbside, Ground Floor or Loading Dock only:**

- Melbourne, Sydney, Adelaide, Perth – Metro areas only (not including CBD): **\$115** +GST (except for Brisbane & Gold Coast/Sunshine Coast)
- Brisbane (not including CBD): **\$50** +GST
- Gold Coast/Sunshine Coast: **\$120** +GST
- For all rural deliveries, please contact us for a quote
- **Signature at point of delivery essential**
- **Assistance for driver to handle goods may be required**

Special Service Delivery: **Where an extra driver is required to assist with delivery (to be quoted at time of order)**

- Delivery to CBD Area (**POA**)
- For all delivery address' with limited access or that are not on ground floor etc as above
- All deliveries where a lose rug needs to be rolled out for the customer and packaging etc removed
- **Someone will need to be available to sign for delivery of the order**

Delivery: can the transport company deliver on the day / time I request?

Unfortunately, our couriers will only give you an AM or PM timeframe prior to the day of delivery (they will call you to arrange this). You will receive notification from Gibbon Group on the day of despatch from our warehouse which will give you between 2-7 days' notice depending on the destination (see delivery times for each state below).

Deliveries will take place between Monday and Friday during normal business hours, excluding public holidays. Please ensure that a person is available to receive the goods, otherwise an extra re-delivery charge will apply.

Delivery: when will my order be delivered?

Brisbane:	Approximately 1-3 business days
Sydney:	Approximately 2-3 business days
Melbourne:	Approximately 3-5 business days
Adelaide/Perth:	Approximately 5-7 business days

Please Note: Gibbon Group are not responsible for unforeseen transport delays that are out of our control once the order has been dispatched. We will make every attempt to ensure your order arrives on time.

Delivery: how do I track my delivery?

As Gibbon Group use a specialty floorcovering transport company, we will track and trace your delivery for you. Please call Gibbon Group head office on 07 3881 1777 and provide us with your invoice number or order number as a reference if you would like to find out the status of your rug.

Delivery: can I change the delivery date after putting my order through?

If the date of delivery is delayed from the initial purchase order delivery date, please note that the rug/s will be removed from the production schedule until a firm delivery date has been given.

Gibbon Group will then advise of the new lead-time once a confirmed delivery date has been received. Gibbon Group do not have the facility to store rugs in their warehouse and as Tretford Rugs are not designed to be stored - this can negatively affect the joins and increase the potential for curling.

Delivery: will I be advised of any delays?

Should there be an unforeseen delay in the production of your rug which will affect your delivery date, Gibbon Group will advise as soon as possible to re-schedule the delivery date.

How do I order a Tretford Rug?

Please email tretrugs@gibbongroup.com.au or fax (07) 3881 1716 with a purchase order (written email is acceptable), quoting your reference number and detailed drawing with dimensions & colours marked clearly.

A pro forma invoice will be issued within 48 hours to the purchasing person/company only. *Invoices will be issued to the person/company in whom the quote was made out to. Payment will only be accepted from the person/company in whom the quote was made out to.*

TRETFORD CUSTOM RUGS



Installation

It is recommended for rugs positioned in a commercial or public space that they are to be adhered or inlaid to avoid trip hazard.

For rugs that are to be installed on-site, a nominated contractor experienced in installing Tretford must be appointed, please contact Gibbon Group to assist (07 3881 1777).

Alterations

Tretford Rugs cannot be altered or colours changed in any way once completed.

Please ensure the design you order is exactly what you require, as it is impossible to take a rug apart once assembled.

Returns

As Tretford Rugs are a custom made to order product, there is strict a NO RETURNS POLICY.

CONDITIONS OF PURCHASE

The below conditions are to be read in conjunction with Gibbon Group's Terms & Conditions (see page 4).

Made to order

All Tretford Rugs are made to order and put into a production schedule. Once rugs are completed they will be despatched immediately.

Delivery

If the date of delivery is delayed from the initial purchase order delivery date, please note that the rug/s will be removed from the production schedule until a firm delivery date has been given.

Gibbon Group will then advise of the new lead-time once a confirmed delivery date has been received. Gibbon Group do not have the facility to store rugs in their warehouse and as Tretford Rugs are not designed to be stored - this can negatively affect the joins and increase the potential for curling.

If the delivery cannot be carried out on the pre-arranged day or there is no one available to sign for the rug/s, an extra re-delivery charge may apply before the rug/s can be delivered.

Oversized rugs (over 4 metres wide)

Rugs with a length over 4 metres may have to be joined and installed on site - this will require a nominated contractor to be appointed, please ask for details.

Edge finishes

All rugs are finished with a Felt Backing. Tretford Rugs are dimensionally stable and as such, edge finishes (e.g. binding or stitching) are not necessary. If a bound edge is desired, this can be arranged. Please ask at time of enquiry.

Indent colours

If indent colours are required, the order lead time would be approx. 12-16 weeks from the date of order.

Joins

Please be aware that we cannot guarantee that joins will be invisible and that joins may be more visible when using solid colours vs heathered colours.

Lead times

General lead time: 4 weeks from date of order. Lead time for large orders and complex designs will be discussed at the time of quotation and finalised at the time of order.

Returns

As Tretford Rugs are a custom made to order product there is strictly a NO RETURNS POLICY.

Payment terms

Full payment required before assembly.

