

Customer Notes







About Us 2 Our Services 3 Collection Overview 4-13 Elite Collection 14 Low Wood Collection 15-20 Core Collection 21-22 Contract Collection 23 Old English Collection 24 - 27 Inspiration 28-30 Bespoke Stair Treads & Risers 31 Colour Variation & Sample Boards 32 Colour Matching Service 33-36 Accessories & Maintenance 37 - 39 Terms & Conditions

service possible.

Our flooring options come in different styles, finishes, textures, and sizes to cater to different tastes and needs. Whether you're looking for a rustic feel or a sleek modern look, we have something for everyone.

Established in 2011, our family-run business takes pride in delivering

With years of experience under our belt, we strive to provide the best

We understand that each client has unique needs and preferences,

which is why we offer a wide range of Engineered Oak Flooring.

premium quality Engineered European Oak Flooring to our clients.

/elcome



Made in Yorkshire

Every thing we do is Bespoke and nothing is off the shelf meaning we can offer multiple designs in any shade of colour, offering our customer their dream floor.

As a company we are always evolving and adding to our range of colours and flooring options.

We currently have over 54 flooring variations and over 600 standard colours.

We also offer a colour matching service, no matter the design scheme required we will have a colour that is just right for you.

All of our oils are mixed in house, allowing us to control the quality of our finishing and achieve consistent bespoke colouring.

We hold over 20,000m2 of unfinished stock at all times. This allows us to offer short lead times.

Planks from 100mm to 300mm in width and all the popular parquet patterns such as herringbone, chevron, basket and mansion weave are in stock.

2025

Our Services

Bespoke Engineered Oak Flooring

With over 54 different formats of flooring kept in stock ready to finish in any style, size, grade, texture and bevel. Over 600 colours to choose from, produced in house, bespoke to each client.

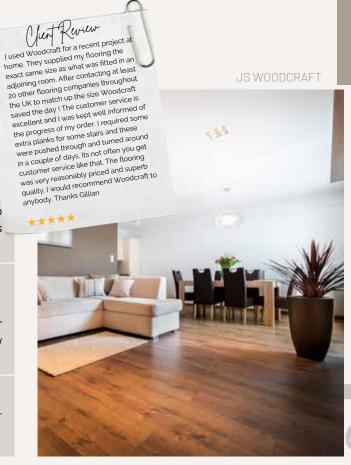
Bespoke Stair Treads & Risers

The perfect solution to transform existing stairs.

Our treads and risers are bespoke and made to order using our Engineered Oak, guaranteeing a seamless match to your new floor.

Colour Matching Service

Looking to value engineer against a competitor, we offer a colour matching service for orders over 100m2.





Collection Overview

JS WOODCRAFT



Our Elite collection is our most extensive, offering 54 different formats of flooring meaning we have the ability to finish any style, size, grade, texture, bevel & colour.

The options are endless!



This collection is based on select grade but after popular demand we now stock a rustic. Along with the plank we also offer a matching Herringbone, Tumbled Herringbone, Chevron & Mansion Weave.



Our most competitive priced collection. Available in a brushed 190mm x 16/4mm or 14/3mm plank in rustic grade. We have selected 15 stunning colours in this range. However we can offer selected colours from the Elite or Core range

Planks

100mm, 140mm, 180mm, 220mm, 260mm, 300mm in 16/4mm or 20/6mm

Rustic, Nature & Prime.

Herringbone

600 x 120mm or 500 x 100mm in 16/4mm or 20/6mm Rustic or Nature

Chevron, Basket Weave & Versailles Panels

to order from our mill.

Please enquire for lead times.

Planks

220mm x 16/4mm x 1.9m Select or Rustic 190mm x 16/4mm x 1.9m Rustic 300mm x 19/4mm x 3m Select

Herringbone

600 x 120 x 16/4mm Select or Rustic 350 x 70 x 16/4mm Select 350 x 70 x 16/4mm Rustic Tumbled

Chevron

510 x 90 x 16/4mm Select

Mansion Weave

284 x 190mm Polygons & Trapezoids 268 x 67mm Brushed Select

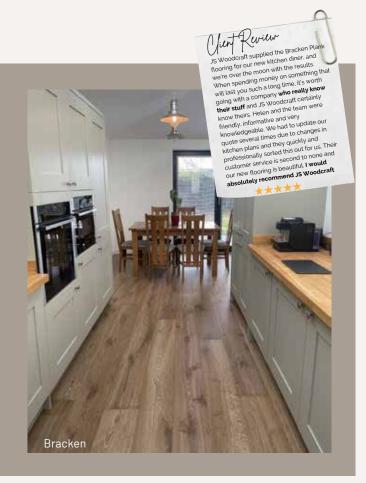
Planks

190mm x 16/4mm x 1.9m Rustic 190mm x 14/3mm x 1.9m Rustic



Underfloor Heating Guidelines





Design Your Perfect Floor

JS WOODCRAFT

Elevate your flooring by adding texture with a bandsawn, tumbled, or brushed finish. Customize the bevel to enhance plank definition, and choose your desired colour. Every floor is tailored uniquely to each client.

Elite Collection Options

Choose

Style: Plank, Herringbone, Chevron, Basket Weave or

Versailles Panels

Thickness: 16/4mm or 20/6mm

Plank Width: 100mm, 140mm, 180mm, 220mm, 260mm or 300mm

Block: 500 x 100mm or 600 x 120mm

Grade: Rustic, Nature or Prime
Colour: Over 600 colour options





Crafted to Perfection: The Finest European Engineered Oak Flooring! Our premium European Engineered Oak flooring is meticulously manufactured to the highest standard in central Europe. It is then brought to Yorkshire where it's finished with a blend of

traditional techniques and modern machinery.

Elite General Details

Oak Type
 European Oak (Quercus Robur)

Oak Source Central Europe

Plywood WBP Birch Plywood

Plywood Source Eastern European

Moisture Content Between 8 - 11%

Length Spec Min 80% between 1.8m - 2.8m

Max 20% between 0.6m - 1.8m

Jointing System Tongue & groove all 4 edges

Edge Profile Standard 2 way micro bevel

There can be some elements of tension between the 2 elements of an engineered board which can create some bowling along the lengths, this is perfectly normal and 30mm is allowed. The product is suitable for installation if the bowing is within the allowed tolerance. Any contractor fitting this engineered flooring should adhere to these guidelines, if there are any queries or concerns relating to these guidelines then please do not hesitate to contact us.

Style

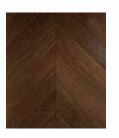
Plank, Herringbone, Chevron, Basket Weave or Versailles Panels



Plank



Herringbone



Chevron



Basket Weave



Versailles Panels





Thickness

Available in 20/6mm or 16/4mm



Oak top layer thickness= 6mm (+/-0.5mm) Birch plywood thickness= 14.5mm (+/-0.5mm) Overall product thickness= 20.5mm (+/-0.3mm)

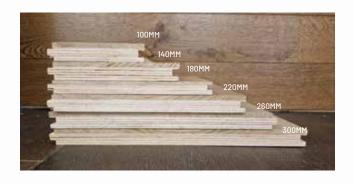


Oak top layer thickness=4mm (+/-0.5mm) Birch plywood thickness= 12mm (+/-0.5mm) Overall product thickness= 16mm (+/-0.3mm)

What we keep in stock

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	20/6mm			16/4mm		
	Rustic	Nature	Prime	Rustic	Nature	Prime
100mm	$\sqrt{}$	$\sqrt{}$	Χ	$\sqrt{}$	$\sqrt{}$	Χ
140mm	$\sqrt{}$	$\sqrt{}$	Χ	$\sqrt{}$	$\sqrt{}$	Χ
180mm	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$
220mm	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$
260mm	$\sqrt{}$	$\sqrt{}$	Χ	$\sqrt{}$	$\sqrt{}$	Χ
300mm	$\sqrt{}$	$\sqrt{}$	$\sqrt{}$	Χ	Χ	Χ
400mm	Χ	Χ	Χ	X	X	Χ



	Ш	ΕL	IT	E	
HE	RF	21h	١G	BO	NE

	2	0/6mm		16/4mm		
500 x 100mm 600 x 120mm	า √		Χ	$\sqrt{}$	$\sqrt{}$	Prime X X

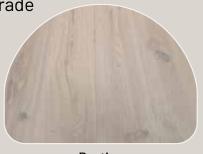
For over 15 years, our **Elite collection** has been the foundation of our business, made with the highest quality European oak on birch plywood. During this time, we've maintained a close partnership with the same mill.

If you need a size, width or grade that we don't keep in stock, we can order it from the mill. Lead time for these items are approx' 4–6 weeks.

20,000m2 kept in stock, ready to finish allowing short lead times.

When wood is lumbered, it is categorised based on four levels of appearance, commonly referred to as 'grade'. The grade does not reflect in the quality; it relates solely to the wood's visual characteristics. This includes the amount of knots, variation in grains and the colour of the timber. The price depends on the grade, with higher prices for Prime grade, this is simply due to its limited supply and of course a tree is known for its knots.

Grade







Rustic

Knot content:

Unlimited healthy knots allowed, filled cracked knots up to 60mm allowed. Filled dead knots up to 30mm allowed, (replacement knots may be used on larger dead knot holes) Total of knots is unlimited.

Other traits:

Limited small bark pockets allowed, splits up to 3mm in width and length of which doesn't exceed the width of the plank allowed, limited to 20% of total volume. No worm hole allowed.

Edge sap allowed limited to 30% of the width of the board. Limited core sap to 15% of total volume.

Colour:

Natural variation allowed, small amounts of dark heart wood allowed.

Nature

Knot content:

Healthy knots up to 30mm diameter allowed, filled cracked knots up to 30mm diameter allowed, filled dead knot holes up to 20mm diameter allowed, total number of knots is limited 5 per board.

Other traits:

No bark pockets, split or worn holes allowed.

No edge sap allowed, limited core sap to 5% of total volume.

Natural variation allowed, no dark heart wood allowed.

Prime

Knot content:

Only pin knots up to 10mm diameter allowed, limited to 3 knots per board.

Other traits:

No bark pockets, splits or worm holes allowed.

Sap content:

No edge sap allowed, limited core sap to 5% of total volume.

Natural variation allowed, no dark heart wood allowed

























Bevel

Our European Engineered Oak comes with a standard 2 way micro bevel, however we can change the bevel for an extra charge.



2 Way Micro Bevel



4 Way Micro Bevel



4 Way Distressed Bevel



4 Way Soft Bevel



4 Way Burnt Bevel

Square Edge available 4-6 weeks lead time

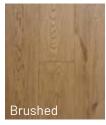




Texture

We can provide a variety of options for finishing your project, including fuming, brushing, tumbling, hand carving, bandsawing and burning.















ELITE INSPIRATION





ELITE INSPIRATION





























Produced on the Elite Oak in 11 stunning colours.

- 11 stunning colours
- Long length spec upto 2.8m
- Durable UV finish
- Produced on the Elite Oak
- Select colours are also available on the Core & Contract material





JS WOODCRAFT

Core Collection Options

Choose

Plank

- 190mm x 16/4mm Brushed Rustic
- 190mm x 16/4mm Smooth Rustic
- 220mm x 16/4mm Brushed Rustic or Select
- 220mm x 16/4mm Smooth Rustic or Select
- 300mm x 19/4mm Brushed Select

Herringbone

- 600 x 120 x 16/4mm Brushed Rustic or Select
- 350 x 70mm x 16/4mm Brushed Select

Tumbled Herringbone

• 350 x 70mm x 16/4mm Brushed Rustic

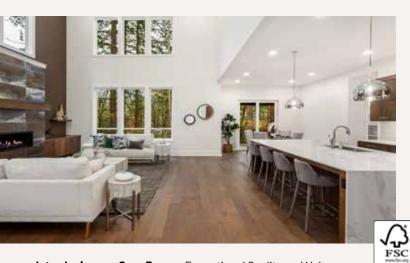
Chevron

• 510 x 90 x 16/4mm Brushed Select

Mansion Weave

• 284 x 190mm Polygons & Trapezoids 268 x 67mm Brushed Select





Introducing our Core Range: Exceptional Quality and Value. Our Core range stands out for its affordability and exceptional quality, which is achieved through our in-house finishing processes. Our products not only meet, but exceed our high standards, ensuring long-lasting durability.



Core General Details

Oak Type
 European Oak

Oak Source Central Europe

Plywood
Rustic = Birch core

Select = Birch core

Plywood Source Eastern European

Moisture Content Between 6-9%

Length Spec 1.9m with nested splits (maximum

of 1 per pack) * 300mm x 3m

Jointing System Tongue & groove all 4 edges

Edge Profile
Standard 2 way micro bevel

FSC® Certified We are FSC® certified. FSC® helps

take care of forests, the people and wildlife that call

them home.

Products marked FSC are certified to be sold under NC-COC-005535 OE (FSC100%)

Style

Plank, Herringbone, Chevron, Tumbled Herringbone or Mansion Weave



Plank



Herringbone



Chevron



Tumbled Herringbone



Mansion Weave



Thickness

Available 16/4mm or 19/4mm (300mm plank only)



Oak top layer thickness=4mm (+/-0.5mm) Plywood thickness= 12mm (+/-0.5mm) Overall product thickness= 16mm (+/-0.3mm)



Oak top layer thickness= 4mm (+/-0.5mm)
Plywood thickness = 15mm (+/-0.5mm)
Overall product thickness = 19mm (+/-0.3mm)



Grade

UNLIMITED KNOTS HEALTHY



Rustic

Knot content:

Unlimited healthy knots allowed up to 60mm diameter, filled cracked knots allowed.

Filled dead knot holes up to 40mm allowed. Live edge knots allowed. Pin knots allowed. Total of knots is unlimited.

Other traits:

Splits up to 5mm in width and 300mm in length allowed, limited to 1-2 per board. 1mm worm holes allowed.

Sap content:

Edge sap allowed limited to 20% of the width of the board. Colour:

Natural colour variation allowed; small amounts of dark heart wood and irregular grain allowed.









KNOTS UPTO 15MM





FSC* CRITIS The mark of esponsible forestry

Select

Knot content:

Live knots up to 15mm diameter allowed, limited to 2-4 knots per board. Dead knots up to 5mm diameter allowed, limited to 1-2 knots per board. Pin knots allowed. Edge knots not allowed.

Other traits:

No splits allowed. Insect knots allowed at 1mm

Sap content:

No sap allowed.

Colour:

Natural variation allowed: no dark heart wood allowed.









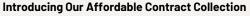


CORE INSPIRATION









Designed for the contract market. We have a selection of 15 stunning colours in this range, however we can offer selected colours from the **Elite & Core**. By finishing all our floors in our high capacity finishing facility in York, we are able to provide our clients with the highest quality finish, which are extremely durable and suitable for commercial or domestic settings.



Contract General Details

Oak Type European Oak

Oak Source Central Europe

Plywood Rustic 14/3mm Eucalyptus core

Rustic 16/4mm Birch core

Plywood Source Eastern European

Moisture Content Between 6-9%

Length Spec 1.9m with nested splits (maximum

of 1 per pack)

Jointing System Tongue & groove all 4 edges

Edge Profile Standard 2 way micro bevel

FSC® Certified We are FSC® certified. FSC®

helps take care of forests & the people and wildlife that call

them home.



Contract Collection

































Introducing Our Affordable Contract Collection

The perfect option for those seeking competitively priced flooring options. Available in a brushed 190mm plank rustic grade.

This collection is specially designed for the contract market, or someone on a tight budget without compromising on a quality finish.

- 15 stunning colours
- 1.9m length planks with nested halves
- Durable UV finish
- FSC certified



- 0 50m2 £55 51 - 99m2 £52
- 51 99m2 £52 100m2 + £50
- 190 x 14/3mm Rustic
- 0-50m2 £59
- 51-99m2 £55 100m2 + £53
- 3mm Rustic 190 x 16/4mm Rustic







Old English Collection





















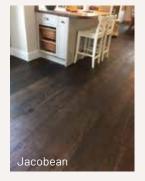
Introducing Our Old English Collection:

Our Old English collection features a heavily brushed and distressed finish that provides a worn, old-world feel. This is perfect for achieving the look of a reclaimed floor.

Old English Collection

- 190 x 20/6mm x 1.9m 1.805m2 per pack
- 220 x 15/4mm x 2.2m 2.90m2 per pack
- 11 stunning colours
- Heavy Brushed
- Black Cracks & Filler
- Durable UV Finish

	190mm	220mm
Lava	£82.50	£79.50
Bracken	£87.00	£84.00
Barn	£73.50	£70.50
Jacobean	£73.50	£70.50
Bare	£69.00	£66.00
White	£64.50	£61.50
Natural Oil	£60.00	£57.00
Devin	£69.00	£66.00















PLANK Inspiration







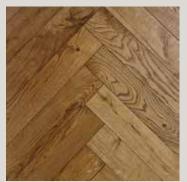














HERRINGBONE Inspiration







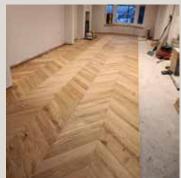














CHEVRONInspiration













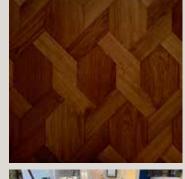








MANSION & BASKET WEAVE Inspiration

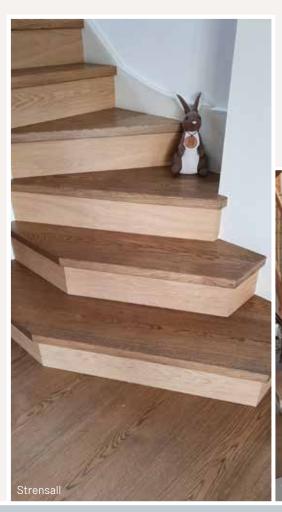












Bespoke Stair Treads & Risers



- The perfect solution to transform your existing stairs
- Treads & Risers are bespoke & made to order using our Engineered Oak flooring
- Better yet the cost is a fraction of a new oak staircase

Transform Your Staircase with Fase:

Retain your stairs & add new oak treads and risers!

Converting your staircase to oak has never been easier. By bonding new oak treads and risers over the existing stairs, you can achieve a stunning transformation.

Our team utilizes a CNC machine to create precise cuts for each tread and riser whether these are kites. curves or straight treads. Our treads and risers are made with 16/4mm or 20/6mm European Engineered Oak and can be tailored to any color you desire, ensuring a colour match to your new floor













Select the nosing style:

Square Square Round Bull Flush Side Return







Revamp your Staircase without any fuss:

Our staircase cladding and nosings now come with a measuring and plotting service that makes the process even simpler.

We can take accurate measurements and produce stair parts that fit perfectly without the need for trimming on site.

While there is a small fee for this service, it saves you the cost of making templates & installation expenses. Plus, its significantly reduces the time and and effort involved in installation.

We can still manufacture the stair parts from your templates, but they must be made to the size you require and include any additional over hang or side returns. They must also be made from 6mm MDF.



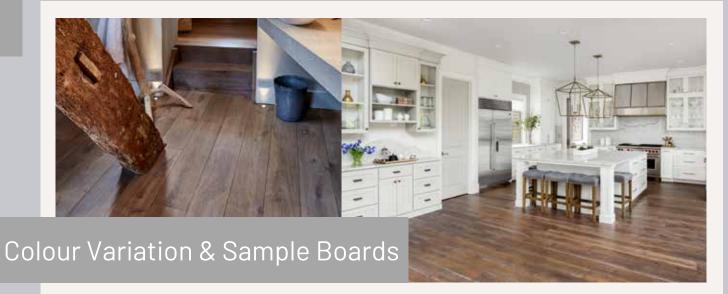
479900 more details & prices contact 01904







STAIR TREADS & RISERS



Wood is a natural material and will have variations from board to board and even within the board, not only in the visual features but also in the mineral density and fibre density. This natural variation in the wood responds to the process reaction during any subsequent colouring process whereby the speed of the reactions (E.g. fuming reactivity) and/or stain absorption saturation point can give a rise to variation in hue and density of the observed colour. The result is a distribution or range of colours and tones around a central median colour. Subtle variation between individual trees and different parts of the same tree can result in different ranges of colour hue and density and also a difference in the median colour of a board exposed to the same production process. Any batch of flooring will in all probability be constituted from more than one tree. The full run of supplied flooring will not only have a wider distribution of colour hue and density than a limited selection shown in a sample panel, board or swatch, but may have multiple distributions of colour hue and density overlaid on a range of median colours.

Indeed, a sample panel, being a sample will not exhibit the extremes or full range of the variation in the colour. Examples of how this might appear could be:

- Placing a board against the sample, the board may appear lighter, darker or have a different hue or density in colour. Two boards placed side by side could
 have a different median colour.
- With a board, the colour may vary (E.g. in the vicinity of a knot)
- This is the natural variation as expected from a natural material. The median colour of the sample will reside within the full colour range of the production batch.

Colour Matching Service

JS WOODCRAFT



Uver 2U, UUUM2 KEPT IN STOCK aady to be finished in your



Colour Matching Service Available

Over 600 colours to choose from & 54 different formats of wood. Produced in house, bespoke to each client. If you can't find what you are looking for we offer a colour matching service for orders over 100m2

Quality & durability is the key

All floors get a clear top coat to improve durability and a smoother surface which promotes easier cleaning. Many pre-finished floors may feel dry and may need additional coats after installation.

Ours don't!

Flooring Accessories

Please note, Profiles or nosings not ordered with the original order will incur a set up surcharge of £100

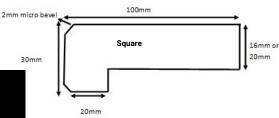
Full Ramp 18 - 22mm



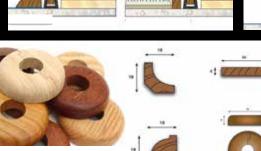
Flooring profiles to compliment the floor.

Profiles consist of a hardwood top section & a UPVC base section. The top section locates securely into the serrations on the base allowing the profile to be tapped down to the height of the finished floor. Available in a Unfinished or to match the floor.

Flat bead, quadrant, scotia & pipe covers are also available add the finishing touches to your floor.



Available in Engineered Oak or Solid Oak



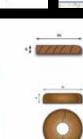
100mm

Bull

20mm

Full Ramp 15 -18mm

Use & Application



16mm or

20mm

Finished Semi Ramp

Twin

Unique Fixing System

£35 per 1m £35 per 1m Twin End Section £35 per 1m Full Ramp 15-18mm £35 per 1m Full Ramp 18-22mm £40 per 1m

End Section

Sold in Linear meters available in 3m lengths

Pipe Collars £10 per pair £32 per 3m Scotia Ouadrant £32 per 3m Cover Plate £35 per 2.4m

Unfinished Engineered Nosings

Available in

Square £35 + vat plm £40 + vat plm

Pre-Finished Engineered Nosings available Please see seperate price list

PAGE 34

Glues, Primers, Lacquers & Hardwax Oiled





TOVER







For more product information visit our online store at www.jswoodcraftstore.co.uk

FREE 48HR DELIVERY

Maintenance Kit



To protect your investment we strongly recommend that you follow these simple care & maintenance guidelines to keep your floor looking the best.



Do!

- It is important to allow the finish on your floor to fully cure; this can take up to 10 days after finishing. To achieve this we advise you do not wet the floor but simply sweep or vacuum.
- Use a damp cloth to blot spills and spots as soon as they occur. Always avoid allowing liquids to stand on your floor.
- Sweep, dust or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- · Weekly wipe the floor with a damp mop or cloth, micro fibre cloths and mops give the best performance. Using the recommended cleaner for your floor.
- Use protective mats-good quality entry and exit mats will help collect dirt, sand, grit and other substances that can damage your floor. Do not use rubber or foam backed plastic mats as these may discolour your floor. To prevent slippage use an approved vinyl rug underlay mat.
- Use floor protectors on furniture- this will minimise indentations and scratches from heavy objects. As a rule the heavier the object, the wider the floor protector should be.
- Avoid sharp or pointed objects from scratching your floor.
- Watch your pets feet- keep your pets nails trimmed to keep them from scratching the floor.
- In order for your product to perform adequately for years to come it is important that the relative humidity and temperature parameters are between 45 65% are consistent within the property at all times. On some occasions properties with poor ventilation or very high levels of heating and insulation can have very low humidity levels, particularly during colder months. In this situation there is a risk of shrinkage and possible even structural deficiencies within the product. A hygrometer is an instrument used for measuring the moisture content in the atmosphere or a Fid Box® which is fitted under the floor and monitors environmental conditions. If these readings are out of the parameter a re-humidifier would be recommended.

Do NOT!

- Use abrasive cleaners, steel wool or scouring powder. Do not wash, steam or wet mop the floor as this may cause swelling, warping, delaminating and joint separation.
- · Stick any adhesive tape direct to the floor.

Definitions

- 1. "Buyer "means the individual or organisation that buys or agrees to by the Goods from the "Seller".
- 2. "Contract" means any contract for sale of goods by the Seller to the Buyer incorporating these Terms and Conditions
- 3. "Goods "means any goods forming the subject of this contract that the Buyer agrees to buy from the Seller.
- 4. "Seller" means JS Woodcraft Ltd of Stillington Road, Sutton on the Forest, YORK, Y061 1EH
- 5. "Terms and Conditions" means the terms and conditions of sale set out in this document and any special terms and conditions agreed in writing by the seller.

Conditions

- 6. Nothing in these Terms and Conditions shall affect the Buyers statutory rights as a Consumer
- 7. Our Terms and Conditions apply to all contracts for the sale of Goods by the Seller to the Buyer and shall prevail over any other documentation or communication from the Buyer
- 8. Acceptance of delivery of the Goods shall be deemed conclusive evidence of the Buyer's acceptance of these Terms and Conditions
- 9. Any variation to these Terms and Conditions (including any special terms and conditions agreed between the parties) shall be inapplicable unless agreed in writing by the Seller.

Ordering

- 10. All orders for Goods shall be deemed to be an offer of the Buyer to purchase
- 11. You must ensure that the details of your order for the products are complete and accurate before you submit your order. If you think there is a mistake, please contact us to discuss.
- 12. The Seller may choose not to accept an order for any reason
- 13. If the Goods ordered by the Buyer are not available from stock, the Buyer shall be notified and given the option to either wait until the Goods are available, or be offered an alternative or cancel the order and receive a full refund within 30 days.
- 14. Goods pursuant to these Terms and Conditions are subject to acceptance by the Seller.
- 15. Goods are not sold on a trial basis
- 16. A £150 + vat surcharge for any additional repeat orders fewer than 25m2 will be charged & a surcharge on accessories of £100 + vat not ordered with the original order.

Pricing and Payment

- 17. The price of the Goods shall be that quoted on the Sellers's Price list or quotation. The Price does not include VAT and delivery charges unless otherwise stated.
- 18. VAT will be charged at the current rate.
- 19. The total price, including VAT and any delivery charges, will be invoiced to the Buyer.
- 20. All payments will be made in GBP £'s sterling
- 21. After the Order is received the Seller shall confirm in writing, the details, description, and price for the Goods together with the right to cancel if the Buyer is a Consumer.
- 22. If we list a product at the wrong price due to a typographical error or receive incorrect pricing information from our suppliers, we have the right to refuse or cancel any orders placed prior to the order being delivered.
- 23. Prices of the sellers products may change from time to time and we may, by giving notice to you up to 30 Business days, increase the price of the product to reflect any increase in the cost of the products that is due to: any factor beyond our control including but not limited to foreign exchange fluctuation, increases in taxed and duties and increase in labour, material or other manufacturing costs.
- 24. We will not adjust any prices without you first being informed and will allow you to withdraw your order at no cost to yourself and if applicable a full refund will not be given.
- 25. Any quotation for the products is valid for a period of 30 days only from the date that it is issued. Quotes are subject to current stock availability from our suppliers. The Seller has the right to withdraw quotes.

- 26. The price of the products does not include delivery charges. Our delivery charges are as quoted in our current published price list
- 27. The Seller asks for a non-refundable payment of 50% of the price of the bespoke product at the time you place your order, and the balance invoice shall be paid before prior to despatch or collection, unless otherwise agreed by us in writing.
- 28. The buyer can pay for the products in cash, by making a direct bank transfer into our account or using a debit or credit card. Sellers Rights
- 29. Adjust the price and specification of any item at its discretion
- 30. Withdraw any goods from sale at any time
- 31. Not liable to anyone for withdrawing any Goods from sale, price adjustments or refusing to process an order
- 32. Decline service to any individual Buyer
- 33. Colour accuracy of any product samples provided cannot be guaranteed to match the production due to the sample changing because of the passage of time and due to the material being a natural living product with natural colour variance. The Seller cannot take liability for any colour variation from batch to batch, even though the seller follows the same colour recipe.
- 34. Please read Important facts to note when buying European Oak Flooring.

Warranty

- 35. The Seller warrants that the Goods will at the time of despatch correspond to the description given by the Seller. Except where the Buyer is dealing as a Consumer, all other warranties, conditions, or terms relating to fitness for purpose, merchantability, or condition of Goods, whether implied by Statute, common law or otherwise are excluded, and the Buyer is satisfied as to the suitability of the Goods for the Buyers purpose.
- 36. When installing or using any of the goods or equipment supplied by the Seller, the Buyer shall observe all instructions, directions and warnings issued by the Seller. For example, grade rules, colour variation and installation requirements. JS Woodcraft strongly recommends that any floors with underfloor heating should be fitted with a Fidbox®. Failure to do so will invalidate any warranty.
- 37. We are not responsible for installing the product and will not be liable for any damages to the product or any other property, person or otherwise caused during the installation of the products.
- 38. The buyer is full responsible for ensuring that the product is fully & properly maintained. Please read our maintenance guidelines. Delivery
- 39. Upon receipt of your order, goods will normally be delivered within 4-6 weeks from ordering unless otherwise advised.
- 40. The Seller shall endeavor to meet any date agreed for delivery. In any event time of delivery shall not be of the essence and the Seller shall not be liable for any losses, costs, damages, or expenses incurred by the Buyer or any third party arising directly or indirectly out of any failure to meet any estimated delivery date.
- 41. The Seller will store the order until delivery takes place and may (at the Directors discretion) charge you for all related costs and expenses (including, without limitation, storage & insurance at £20 + vat per week/per pallet) The buyers must give us 48hr notice before delivery is required.
- 42. We recommend that you only arrange for tradesmen to carry our work on your behalf after your goods have been delivered and the Seller is not liable for any tradesmen's loss of earnings.
- 43. If you have paid for your flooring to be delivered, delivery shall be made to the buyer's kerbside delivery address specified in the order confirmation and be expected to hand ball the order off the vehicle. The Seller does not handle or unload the product on arrival at the location. You must ensure that adequate assistance is available to unload upon delivery. The Buyer shall make all arrangements necessary to take delivery of the Goods whenever the goods are tendered for delivery. The Goods will be delivered between 8.00am and 6.00pm, unless otherwise advised.
- 44. It is assumed that the delivery address is accessible by truck measuring approximately 2400 wide by 10500 long and 3900 high.
- 45. It is the Buyers responsibility to advise us of any height, weight, time, and parking restrictions applicable to the delivery street address.
- Any costs incurred because of failure to advise of any points in the delivery section including return to base and redelivery costs will be charged to the Buyer
- 46. Once the products have been installed, they are deemed to be accepted. After acceptance you shall not be entitled to reject the products which are not in accordance with the contract.

- 47. The flooring installer is the last person to check the flooring, in the rare occasion defective pieces of flooring maybe found, the company must be contacted. If the defective piece of flooring is installed it is deemed to be acceptable by the client. Any claim for compensation from any clients is limited to the purchase price paid for the goods, the company is not liable for any additional losses.

 Cancellations and Returns Policy
- 48. The Buyer must inspect the Goods immediately upon receipt and shall notify the Seller in writing within 1 working days of delivery with photographic evidence if the Goods are damaged or do not comply with any of the Contract.
- 49. If the Buyer fails to do so the Buyer shall be deemed to have accepted the Goods. A telephone call does not constitute notification of non-acceptance.
- 50. If the Buyer, without the Seller's written approval, processes the product to remove any perceived problem, a complaint won't be handled. If the third party, without the Seller's written approval, does some repairs or changes or even extra treatments on the delivered floor by the Seller, the complaint won't be handled.
- 51. The Seller is unable to refund for any unused & unopened packs of flooring or accessories due to your order being bespoke. Limitation of Liability
- 52. Nothing in these Terms and Conditions shall exclude or limit the liability of the Seller for death or personal injury resulting from the negligence of the Seller or that of the Seller's agents or employees
- 53. Except as may be implied by law where the Buyer is dealing as a Consumer, in any event of any breach of these Terms by the Seller the remedies of the Buyer shall be limited to damages which in shall no circumstances exceed the price of the Goods and the Sellers shall under no circumstances be liable for any indirect, incidental or consequential loss or damage whatsoever.

Waiver

- 54. No Waiver by the Seller (whether express or implied) in enforcing any of its rights under this Contract shall prejudice its rights to do so in the future Force Majeure
- 55. The Seller will not be liable or adversely affected for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances beyond reasonable control, including but not limited to acts of God, war, strikes, lockout, flood, accident, fire, trade dispute, plant or machinery breakdown, shortage or unavailability of raw materials from a natural source of supply or Government Directive, the Seller shall be entitled to a reasonable extension of its obligations

Severance

56. If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid illegal or unenforceable provision eliminate.

Changes to Terms and Conditions

57. The Seller shall be entitled to alter these Terms and Conditions at any time. This right shall not affect the existing Terms and Conditions accepted by the Buyer upon making a purchase.

Factory Tour







INSTALLATION REQUIREMENTS

Genera

In order for your Engineered Flooring product to perform to standard expectations the following conditions must be in place: It is recommended that the engineered plank flooring should be installed by means of direct gluing to the sub floor. This product can be laid as a floating floor but this can result in some spring within the floor, reduce efficiency of underfloor heating performance and lead to the requirement of very large expansion gaps if the floor area is larger than 5 meters in width. Therefore it is expected that this flooring will be glued down when installed on under floor heating.

Environmental Conditions

All major building work including plastering, decorating and kitchen fitting must be completed prior to fitting the new flooring. The bundles of flooring should be stored in a protected dry place on site where the flooring is to be laid. The bundles should ideally be allowed to acclimatise to the room environment for at least 48 hours prior to installation. Each board should be carefully checked prior to installation, never install any damaged boards. During installation the temperature of the subfloor should be at least 15°C. During installation the relative humidity of the room should be between 45-65%, ideal is 55%. The subfloor should be clean, dry, absolutely flat and free from any cracks or movement. Irregularities on the subfloor should not exceed 3mm over 1 metre in any direction.

Subfloors should not exceed the following humidity levels: Cement no more than 2% Wooden no more than 10% Anhydrite no more 0.5%

If the moisture reading is high on a cement based subfloor then you must apply a liquid DPM If you are using the floating method you must install a vapour barrier of at least 0.2mm thickness and to tape the joints. In order for your product to perform adequately for years to come it is important that the relative humidity and temperature parameters detailed above are consistent within the property at all times. On some occasions properties with poor ventilation or very high levels of heating and insulation can have very low relative humidity levels, particularly during colder months. In this situation there is a risk of shrinkage and possibly even structural deficiencies within the product, therefore a rehumidifier would be recommended. If you are laying the planks onto an existing floorboard subfloor then you must ensure that each of the existing floorboards are independently fixed securely to the joist below with no independent movement. If the floorboards have an uneven surface then correct levelling needs to be done prior to installation either by levelling the joists or for minor unevenness using a sheet material could be sufficient. If the engineered flooring is to be laid in the same orientation of the existing floorboards then sheet material must be fixed down first. Sheet material must be screwed down every 15cm in both directions. An allowance of approximately 15mm around the perimeter of the room should be provided to accommodate any expansion, including under door frames, central heating pipes and connection with tiles. Bigger rooms will need bigger expansion gaps, please allow a further 2mm expansion gap for every 1 metre of floor width greater than 5 metres.

Installation Methods

For direct glue down installation flexible flooring adhesive must be used and the manufacturer's recommendations must be followed, never use a rigid or water based glue. A minimum of 30cm distance between one header joint and the other of the next row shall be applied when arranging the installation. There can be some elements of tension between the 2 elements of an engineered board which can create some bowling along the lengths, this is perfectly normal and 30mm is allowed. The product is suitable for installation if the bowing is within the allowed tolerance. Any contractor fitting this engineered flooring should adhere to these guidelines, if there are any queries or concerns relating to these guidelines then please do not hesitate to contact us.

Protection

We strongly advise your floor has the correct protection whilst being fitted, to prevent any damage to the finish. Do not stick any adhesive tape direct to the floor.

Supply and fit

JS Woodcraft can recommend fitters, who are more than happy to visit the site to determine:

Site conditions: Quantity of material required * Any specific fitting detail needed * Any trims or accessories required * How the floor will be fitted - floated or stuck down Depending on when the site survey takes place the site may change between this time and when the installation takes place, therefore the above may change, meaning an additional invoice for materials may be issued if required. Prior to installation it is the customer's responsibility to check the material is in accordance to their invoice, once installation is started this is deemed as your acceptance of the product provided.





Payment

We ask for a 50% deposit on placing the order & the balance on collection or delivery

Delivery

Delivery is not included in the price, however we can organise at a cost. Please ask for a quote

Order Surcharges

A £150 + vat surcharge for any orders fewer than 25m2

£100 + vat surcharge for accessories not ordered with the original order

Thank-you for visiting

Contact Us

- www.jswoodcraftflooring.co.uk
- @ @jswoodcraftltd
- Stillington Road, Sutton on the Forest, York, Y0611EH