

How should you prepare for your fitting?

When your new flooring arrives in store, we'll contact you to arrange your fitting date. It's worth bearing in mind that some flooring products need to be delivered to your home ahead of your fitting date, so that they can acclimatise to the location. We'll let you know if this is the case.

Getting your room ready

Depending on which additional services you've arranged with us, you may have to make some preparations before your fitter arrives. If you're not using our furniture and flooring removal services, please move any furniture and remove any old flooring, leaving a clear room ready for the fitting. Please note that if you have booked us to remove furniture, you'll need to clear and empty this.

What to expect on your fitting day

You or a representative will need to be at your home, so that your fitter can discuss your requirements and raise any unforeseen issues.

Our fitters will prepare your sub-floor as necessary and lay your floor so that it's just right. When they've finished, they'll remove any waste and, if you've booked the disposal service, they'll get rid of your old flooring. Then they'll leave the room looking tidy, so you can start enjoying your beautiful new floor.

For more information about our services please visit johnlewis.com/services

If you'd like to read this literature in an alternative format please ask one of our Partners.

You can find lots more online at johnlewis.com

Thinking about new fitted flooring?

Our complete service will measure and lay it perfectly for you.



Featured on the front cover: David Leaver, Estimator, Floor Coverings

John Lewis department stores SD836-98 / 02.12



Whether you're looking to freshen up a single room, or pull together the design of your whole home, investing in new flooring is a great way to transform your space. At John Lewis you'll find a wide choice of high quality options to suit any budget, from luxurious carpets to modern vinyl tiles and beautiful wooden floors.

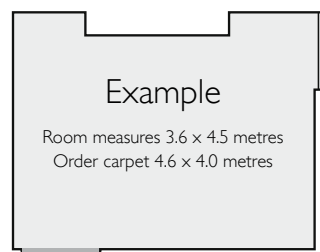
Once you've chosen your new floor, you'll want to make sure that it's perfectly fitted. We offer a complete flooring service that takes care of everything from free measuring and estimating through to fitting. Let us help you create a beautiful floor, with the minimum of hassle.

How much flooring will you need?

Our complete service will of course do all the measuring for you, but before you choose your flooring, you may want to make a rough measurement of your space. This will help you see how much flooring you'll need, and give you an idea of how much it will cost.

Measure your space

Take measurements across the longest and widest points of your room, ensuring that you measure into any alcoves and doorways. You should add 10cm onto each measurement to allow for cutting and trimming. Please note that your eventual cost will be more than just the price of the flooring; it will also include fitting charges and any additional materials or services that you buy, such as underlay or disposal of old flooring.



Choose your flooring

You can read about the different types of flooring we sell online at johnlewis.com/flooring. To see our full range, visit one of our shops and our Partners will happily guide you through the suitability of the different options.

Ready for your free estimate?

Once you've selected your flooring, talk to one of our Partners, who will arrange for a flooring estimator to visit your home, normally within 5 days, to give you a free estimate with no obligation. Alternatively you can request an appointment online at johnlewis.com/services

What to expect

Our flooring estimator will carefully measure the area and provide you with an at-home estimate for the most cost effective fit. We'll discuss your estimate with you, including flooring selection, appropriate underlays or accessories, and any floor preparation (such as sub-floor levelling) which may be necessary.

For a completely easy and hassle-free process we also offer a number of additional services, including clearing rooms of furniture and replacing it after fitting, taking up and disposing of your old flooring, and easing doors.

You can accept the estimate onsite or via email or post. We'll then discuss expected timescales and payment, before ordering your flooring. Subject to stock availability, we aim to fit flooring within 28 days of you accepting our estimate.

Please note that while our estimate aims to be accurate, we can't foresee every issue until fitting has begun and existing flooring has been removed, therefore additional charges may be necessary. We will of course discuss these with you before proceeding.