
FREQUENTLY ASKED QUESTIONS

WHERE ARE OUR RUGS MADE?

Our Custom Rugs are crafted and assembled by our talented in-house artisan team in our Brisbane (Qld) warehouse. The carpet Roll is manufactured in Germany.

DO WE STOCK FINISHED RUGS?

tretford Custom Rugs are exactly that – custom-made to order – so we don't make stock rugs. Each and every job is custom-coloured & sized to suit your particular space.

STOCK

We stock the 60 tretford colours in roll format, however stock levels vary so if insufficient stock, there would be an extended lead-time to the normal quoted. To check availability on your selected colour, please call our office on 07 3881 1777 or email us at rugs@gibbongroup.com.au. Where a colour is not available, the lead time for production may be 16+ weeks from the date of payment.

RUG THICKNESS

Loose laid rugs are constructed with a felt backing and are 9mm thick in height.

Rugs which are permanently installed (as an insert or adhered to the substrate) are manufactured without felt backing and are 7mm thick in height.

IS THERE A STANDARD WIDTH?

While tretford carpet is produced in a 2 metre width, tretford Custom Rugs can be made to your specified width as the carpet can be very successfully joined together.

However should the rug be more than 5 metres wide, it cannot be transported in one piece and will require joining on site by a nominated flooring contractor. Rugs over 5m wide will incur an additional transport fee over and above your delivery fee.

HOW ARE TRETTFORD RUGS JOINED?

As mentioned above, our tretford material is 2 metres wide, all rugs over 2m wide will be made with a centre join (depending on the rib direction), unless a side/offset join is specified. All rugs are priced to include waste material, as these pieces cannot be used on other rugs due to dye batch variation.

ARE THE JOINS VISIBLE?

While joins in the same colour are not guaranteed to be invisible, we always do our best to minimise this. Most light or solid (non- heathered) colours will have more noticeable joins, but often become less visible with foot traffic. If you have any questions regarding the joins, or would like to see example imagery, please send a request to rugs@gibbongroup.com.au.

EDGE FINISHING / BINDING

tretford Custom Rugs do not require an edge finish as the product is dimensionally stable and will not fray or unravel (see tretford's lifetime anti-ravel / non-zipper guarantee).

Bound or stitched edging can be applied as an additional feature and is especially recommended for commercial and high traffic situations.

A sample of the binding colour can be sent on request upon order (please note limited availability only – and samples can take up to 3 days to produce). Gibbon Architectural will then advise of the new lead-time once a confirmed delivery date has been received.

ALTERATIONS

tretford Custom Rugs cannot be altered or colours changed in any way once completed, so please ensure the design you order is exactly what you require, as it is not possible to take a rug apart and re-join once assembled.

LEAD TIMES

Our general lead times are approx. 8 weeks from the date of order and payment - and this will fluctuate depending on stock availability, complexity of design and/or time of year. Please check with us at the time of quoting as busy / holiday periods can sometimes extend out to 10-12 weeks.

PAYMENT TERMS

Full payment will be required prior to assembly, as each rug is custom size, colour and design. Please contact us if you hold a Gibbon Group account.

DELIVERY:

Standard Transport	Delivery Time Frames
<ul style="list-style-type: none">• Kerbside / Loading Dock - no delivery into premises;• Someone must be available to assist & take rug/s from driver;• Metro area delivery (CBD is POA);• Site must be Truck Accessible;• No time-slot deliveries;• <p><i>Should you require a special service, request a quote from us based on the Specialist Service criteria below.</i></p>	From date of despatch: <ul style="list-style-type: none">• Brisbane: Approx. 1 business day• Sydney/ACT: Approx. 1-2 business days• Melbourne: Approx. 2-3 business days• Adelaide/Perth/NT: Approx. 5-7 business days

<u>Specialist Service</u>	Delivery Time Frames
<ul style="list-style-type: none">• Deliver into building / premises or up to specific level;• Customers that require unrolling, placement and removal of packaging;• Deliveries that require an extra driver to unload (if no one able to assist at time of delivery);• Time-slot or before / after hour deliveries	From date of despatch: <ul style="list-style-type: none">• Brisbane: Approx/ 2 business days• Sydney/ACT: Approx. 3-4 business days• Melbourne: Approx. 4-5 business days• Adelaide/Perth/NT: Approx. 7-10 business days
