

Kingsland Floors



Contact Information

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Checkatrade Monitoring

Member Since: **15 April 2008**
Membership Number: **111815**

About this Tradesperson

Limited Company: **No**
Public Liability insurance: **Current - verified 18 June 2018**
Insured by: **A-Plan Bournemouth**

VAT registered: **No**
Cover Amount: **1,000,000**



Recent Customer Feedback

New hall carpet.

10 / 10

Prompt and courteous service. Fitter arrived on time, and completed the work to a high standard. I would definitely recommended this company. **Customer in Bournemouth, 2 July 2018**

Bedroom carpet fitted

8.75 / 10

My comment isn't about the work, its about the rude and aggressive phone call from the office manager / owner **Customer in Poole, 5 June 2018**

Reply from Trader:Our fitters are self employed and once they have completed a job, the balance is due directly to them. The fitters usually contact customers directly if there are any issues regarding payments, however in this instance we contacted the customer on his behalf, there were 2 customers involved, one making the carpet choice and one making the payment, so I thought it would make things easier. The customer informed the fitter that she had paid the £52 into his account. The following day the fitter informed us that the payment was not in his account. I contacted the customer to let them know. She explained that she had paid and that if the payment wasn't received the next day, to call her. I then received a call the next morning asking if the payment had been received. I checked with the fitter and it had been received. I called the customer back (as requested) and informed them that the payment had gone into the fitters account the previous evening. We apologise for causing offence to the customer by informing them that the payment they had made had not been received.

Carpet fitting in house.

10 / 10

Great service, fair price + good advice. Steve, fitter was amazing, very helpful and tidy. **Customer in Christchurch, 4 June 2018**

Carpets in lounge hall stairs and landing

9.75 / 10

Very good standard of work helpful and polite. **Customer in Bournemouth, 10 May 2018**

Stair and landing carpet and kitchen vinyl.

10 / 10

Friendly, helpful service and advice at home. Excellent contact with the office too. **Customer in Wimborne, 24 April 2018**

