

Your Questions Answered

Please find below our answers to some questions frequently asked of us. You may want to ask other potential suppliers these questions too.

Do you have insurance?

Yes, the industry norm is £2 million, however you are covered by £5 million Public Liability and this extends to £10 million for larger contracts as standard.

What are your payment terms?

In order to secure your installation date and manufacture your made-to-order resins, a 50% deposit is required. Once received, the materials are shipped direct to site from our manufacturing facility in Germany. The remaining 50% balance is payable 30 days after completion, and only once you are fully satisfied with the works.

Why Choose Acrylicon?

We guarantee that you will not get higher levels of service or a better quality product, at a more competitive price.

Are you the cheapest?

Yes – Our resins are proven to last longer than any other comparative product on the market. Due to ease of cleaning, lower maintenance requirements and a much longer time between replacements, you get a considerably lower 10 to 20 year total lifetime cost than any other resin coating – Ask us to show you a typical Life Cycle cost for your facility, and compare it to your current floor.

Can we see examples of other jobs and speak with clients?

YES PLEASE. You can see projects that are at least 5 years old from your industry. We pride ourselves in being able to **PROVE** our claims that “Acrylicon lasts longer”, and that our levels of customer service go beyond your expectation.

How far in advance are you booked?

As our products are manufactured to order and shipped direct from Germany, there is a 2 week lead time on materials. Therefore depending on the time of year we aim to book in works between 2 to 8 weeks in advance. You can secure your installation date with your deposit.

How long will it take to get my Quotation / Proposal?

We will provide you with a proposal within 3 days following a site survey.

How long will my job take?

This depends on the size and level of preparation required. All floors and substrates are different and there are many methods to achieve the correct specification. You will receive a full schedule of works with our offer – minimising disruption as much as possible. Due to the ability of Acrylicon Resin's to cure within 2 hours, we can often complete sections overnight, and allow you to use them fully in the morning – avoiding costly shut-down time.

You can trust us.

Our floor layers have worked with us for many years and understand that we sell on quality and service. Therefore we are careful to be realistic and only offer solutions that provide the high quality that you would expect.

How will your team behave?

We adhere to strict Health and Safety and Hygiene regulations. Your area will always be cleared following each shift with all waste removed. Our layers aim to look after your work environment as if it were our own.

We keep you safe.

As a company with a Norwegian ethos at its heart, AcryliCon is committed to reducing its impact on the environment. Our commitment to the environment extends to our customers, our staff and the community in which we operate. For decades we have made flooring systems that are solvent free, low VOC and non-toxic. Each project will be fully Risk Assessed and a project specific method statement and Coshh assessment produced and adhered to.

What to do if we have an issue with anything?

We are happy to talk through any issues that may arise throughout the project and resolve them. We will not consider your job to be finished until you are happy with everything and signed our "works complete" form.

Check your other offers, do they provide ALL of the above?

