

Terms and Conditions

Granite & Quartz

Section 1. General terms and conditions

- 1) **VAT** Prices quoted are subject to the addition of VAT at the rate applicable at date of invoice.
- 2) **DELIVERY** Unless otherwise specified, prices do not include for delivery. When delivery is undertaken, we will use our best endeavours to meet any quoted date but the time for delivery is not warranted and shall not be a term of the contract.
- 3) **CANCELLATION** We reserve the right to refuse cancellation of orders in the case of goods ready for despatch or in process of manufacture.
- 4) **PAYMENT** Other than approved credit account holders our terms are 50% deposit with order and the balance due upon delivery or completion of our installation.
- 5) **PRICES** Prices only apply in respect of the goods or quantities mentioned in the quotation. Installation prices are based on all work being carried out in one continuous visit to site.
- 6) **COMPLAINTS** Any complaint must be notified in writing within 28 days from completion of our works or part thereof.
- 7) **WARRANTY & LIABILITIES** As from the date of supply and for a period of six months (as to which determination is final) we will repair or replace any part or parts proved to be defective due to faults in our material or workmanship. In such instance we shall not be liable for any consequential loss or damage and shall in any event be limited to the value of the Goods to which any claim relates.
- 8) **TITLE** Goods remain our property until we have received payment in full.

Section 2. Product Information

- 1) **NATURAL MATERIALS** Marbles, Granites and other natural stones cannot be guaranteed for uniformity and some variation in grain, shade and texture is to be expected. The presence of fissures, vents, pitting and veins in natural stones is not unusual and such inherent characteristics of the material do not constitute a defect. Where we consider it to be necessary, material may be supplied filled or reinforced in accordance with normal trade practices. All-natural stones have a degree of porosity. Worktops, shelves etc., are pre-treated prior to despatch to reduce absorbency, however, some dyes, acids or oil-based products can still give rise to marks or discoloration particularly if allowed to remain in contact with the material for a prolonged period of time.

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2) JOINTS

Unless otherwise specified, the maximum joint free length of worktop is 2500mm. This may need to be reduced in pieces with cut-outs or where necessary to facilitate ease of installation. Each joint will be positioned to be as unobtrusive as possible without impairing its strength.

Section 3. Templates

1. All base units must be in position, securely fixed and level prior to templates being taken.
2. Any new appliances should be available on site for templating, alternatively, manufacturer's templates may be provided.
3. During templating the customer / client must be available to confirm the position of cut-outs etc. or to clarify any ambiguous details.
4. After templating, any changes, which affect the originally quoted cost, will be notified.

Section 4. Installation

1. Any necessary protection of floor coverings, decoration, fixtures etc. should be made prior to the arrival of the installation team. **Existing or temporary work surfaces must be removed prior to the installation team arriving on site, including the removal of surface appliances.**
2. Despite templates being taken, small alterations, such as cutting a chase in parts of a wall, may need to be made on site in order to aid the installation process. In such circumstances our fitters will make good the wall surface but we accept no liability for any redecoration.
3. **Our installers are not authorised or qualified to carry out the work of other specialist trades such as plumbing, joinery, plastering and electrical connections.** We recommend that a properly qualified person is employed by you to carry out these services.
4. Unless stated specifically to the contrary all quotations are based on the assumption that the base or backing to which our finish is applied or fixed is of a suitable type and has sufficient structural strength to support any loads imposed by our works.
5. Adequate power, water and lighting, facilities for offloading and storage and the protection of finished work to be provided by client / main contractor free of charge.