

Windsmere Stone Terms & Conditions

I have read and agree to the terms & conditions of Windsmere Stone & Granite Ltd.
Please sign and date below to confirm your order.

Signature: _____ Date: _____

Quote Reference Stone Choice.....



T's & C's

Estimates/Ordering

1. The price quoted on an estimate will be valid for 90 day from the date of estimate. After this time your quote will be no longer valid unless otherwise agreed.
2. All quotes are provided based on E&OE
3. Our estimates do not include any electrical or plumbing work required, nor does it include for the removal and disposal of existing worktops.
4. Our estimate covers for delivery and fitting (unless otherwise stated) on a Monday to Friday between 8am and 4pm. Deliveries agreed outside of these hours will be subject to an additional charge unless otherwise agreed in writing.
5. To accept your order, please sign and return this document. Accepting your quotation with us will constitute acceptance of these Terms and Conditions and a 50% deposit will be required to secure your chosen stone, template and fitting dates.
6. An order will be accepted subject to the material being available in the quantities needed. We reserve the right to suspend delivery if the material becomes unavailable, in circumstances beyond our control.
7. If we are unable to supply the material chosen, we will offer a substitute at the same rate. If the substitute is not acceptable and a more expensive material is chosen, we reserve the right to charge for the increased cost.
8. If we are unable to fulfil an order due to circumstances out of our control, the deposit paid will be refunded.
9. If when we attend to template and adjustments or changes have been made from the original drawings/dimensions provided, your estimate will be adjusted to reflect the changes.
10. Cancellation of an order prior to fitting but after we attend to template will lead to the loss of any deposit paid to cover the cost of materials which will have already been purchased.

Payment

1. A 50% deposit is payable upon placing your order with the remaining balance due 14 days from the day of templating. Please note a 50% deposit will be required when stone is brought in specifically for your order. This includes any order for Quartzforms, Compac, Caesarstone, Neolith, Global Quartz, and glass orders.
2. We accept payment via BACS, cash, or debit cards. Payments made by Credit Card will incur a 2% + vat charge. Any balance outstanding after the work is complete will incur interest and compensation charges at a rate of 8% over the Bank of England Base Rate.

Bank Details
Lloyds Bank
Sort Code: 30-91-99
Acc No: 03322615
Ref: Invoice Number

Reg Company No: 4490020, VAT No: 794129011
Reg Office: Bath Road, Sells Green, SN12 6RW

Template

1. We offer a full service to include templating and fitting however, we will manufacture our stone to the customer's own template or measurements if requested. These dimensions must be provided in writing or via a hard template. The customer will be held responsible for any errors/changes made in their personal template or measurements and these will be invoiced at their cost.
2. All sinks and hobs must be on site at time of template, under mounted sinks must be in place, with over mounted sinks and hobs on site for us to confirm dimensions
3. It is not Windsmere Stone & Granite's Ltd responsibility to fit, move or level any base units, hobs or sinks. The responsibility remains with the customer always.
4. When attending to template, if the customer has not followed instructions as provided and we are unable to complete the template to our satisfaction, we reserve the right to charge the customer to re-attend to template and re-arrange your fitting date to ensure we allow ample manufacturing time.



T's & C's

Fitting

1. If on attending to fit, it is found that the base units, sinks or hobs have been moved and or changed, the client will be held responsible for the cost of re-manufacturing the stone and re-attendance.
2. If at the time of the appointment we arrive on site and it is not ready, an additional charge will be incurred for time & travel.
3. Our template and fitting dates are given in good faith. In exceptional circumstances, if we are unable to meet the dates given, we will not be liable for the consequences of amending the date. We will endeavor to give as much notice as possible.

Additional information

1. All goods remain the property of Windsmere Stone & Granite Ltd until paid for in full.
2. Granite & Marble are products of nature. It is not possible to guarantee that all the colour and markings of a large deposit will be present in every small sample and that every characteristic of this sample will be uniformly present in other samples. Our sample therefore serves only to indicate, in a general way, the colour, marking and texture usually found in that variety.
3. We always urge you to choose your stone from the block rather than from a sample. We are proud to hold a selection of beautiful stone in our stone yard which may be viewed in large sheet form during opening hours. We look forward to working with you.

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Placing an order with us will confirm agreement to the above terms and conditions – to confirm your order, please sign this form and send back to info@windsmerestone.com .

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Thank you for your custom!

Windsmere Stone



Windsmere Care

Preparation before templating

Prior to our arrival to template, please ensure the following is complied with:-

1. All kitchen units, end panels and fillets **MUST** be complete, level and fitted securely.
2. Under mounted sinks must be set into the unit but **NOT** glued down, rebated to sit level with the top of the kitchen cabinet with at least 5mm movement in all directions. Over mounted sinks need to be on site but not fitted or connected.
3. All free standing cookers and Aga's must be on site and fitted. All hobs must be on site but not connected or in place.
4. All existing worktops need to be removed.
5. All areas that require a template must be completely clear, all units must be securely fitted and surfaces where granite is to be fitted must be completely flat and level.
6. Any plasterwork, rendering or plaster boarding must be done before we attend to template. If this is not possible, it must be done after the fitting of the worktops and upstands. If plastering, rendering or plaster boarding takes place after we template but before fitting, you will be held responsible for any upstands/worktops which do not fit and any additional works will be chargeable.

Please note we are not able to fit or plumb in sinks, taps or hobs

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Preparation before fitting

Prior to our arrival for fitting, please ensure the following details are complied with:-

1. The taps must be on site but not plumbed in
2. The hob must be disconnected
3. All existing worktops must be removed and the areas cleared
4. All units or surfaces to have granite fitted must be flat and level, no responsibility will be accepted by ourselves for units which are not flat and level and which subsequently cause damage to the worktops when fitting is taking place.
5. Please ensure clear access to the area where we are fitting.

N.B – If upon arrival to template or fit the above has not been complied with and therefore unable to undertake any works, we reserve the right to charge for additional visits.

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Windsmere Care
