

PLYMOUTH STONE GENERAL INFORMATION/TERMS AND CONDITIONS

We aim to make the templating, delivery and fitting of our quartz and granite work surfaces as pleasurable as possible with the least amount of inconvenience. The following indicates the steps necessary to make this happen

KITCHEN INSTALLATION AND PREPARATION FOR TEMPLATING

- a) The Kitchen installer must fix all base units and end panels in position. These must be secured and tied into the walls, where possible, before templating. **It is imperative that all base units are level, anytime spent levelling units will be charged out by the hour at £40.00 plus v.a.t per man per hour.**
- b) All walls should be battened usually with 50mm x 25mm softwood, any plastering that is carried out after templating may affect the fit of the worktops and charges will be levied for any subsequent alterations.
- c) All appliances must be on site prior to templating.
- d) Access issues must be advised a.s.a.p – a fitting team of 2 men is quoted for, if extra men are needed charges will apply.

TEMPLATING

- a) **During templating, the customer or his/her representative must be available to confirm the size and positions of any cut-outs for hobs/sinks/taps as well as any other details.**
- b) Templating may result in changes to the original estimate if the specification is different to the original plan given.
- c) Cancellation – we must receive notice of cancellation a minimum of 24 hours prior to templating or a £140.00 plus v.a.t charge will be levied
- d) After templating, units must remain in place, if they are moved and this necessitates re-templating a charge of £140.00 plus v.a.t will be levied.
- e) Range/Aga style cookers **must** be in situ prior to templating.

FITTING

- a) This will be approximately 5-10 working days after templating
- b) The kitchen installer/customer must remove all temporary work surfaces/sinks before installation
- c) The installation may cause dust. Though we will do all we can to minimize such an impact you may find some excesses of dust which will have to be cleaned up by others after it has settled
- d) Despite templating it may be necessary to chase out parts of the wall in order to aid the installation. This will need to be made good by others
- e) Templating and granite fabrication is not an exact science and slight tolerances in both overhangs and thicknesses can be expected. Walls are also rarely straight and natural wall gaps can be expected.
- f) If we are fitting the granite tops onto existing units you must ensure that the old worktops have been removed.
- g) All wall tiling must be undertaken after the installation of your worktops.
- h) We are unable to undertake any electrical/gas or plumbing work therefore you will need to make arrangements for both the disconnection and reconnection of any appliances both before and after fitting. We will be unable to fit your worktops if this service has not been provided on the arranged day and a subsequent charge will be levied if it proves necessary to rearrange your fit date.
- i) If a ceramic sink is being used, a cradle/support **must** be in place before the worktops arrive on site. A ceramic sink cannot be fitted to a stone worktop with the clips supplied with the sink.
- j) **The customer or his/her representative will be required to sign off the finished work as satisfactory.**
- k) Cancellation - we must receive notice of cancellation a minimum of 24 hours prior to fitting or a £210.00 plus v.a.t charge will be levied

DIMENSIONS AND REQUIREMENTS

Our quotation is based on the plan/measurements provided by the customer/representative. Should the templated kitchen differ from the plan/measurements originally provided further costs may be incurred.

PRODUCT INFORMATION

- a) The maximum joint free work surface length is 2700mm for granite (dependant upon your choice of stone), 3000mm for quartz. This can be shorter in some cases dependant on the type, thickness of the product and the size/number of the cut-outs
- b) The maximum length of a piece of upstand is 2000 mm, the minimum height 50mm
- c) Proposed site joints will be marked on your template/drawing. These may alter subsequent to our visit and you will be informed accordingly.
- d) Granite is a natural material and is subject to variation in colour, markings and texture.
- e) Samples should be considered as general guidelines only, and do not bind the supplier on grain size, uniformity of colour and the veining of the material
- f) The thickness of natural stone is nominal and can vary in any one piece. +/- 2mm over the normal thickness is acceptable.
- g) Due to the nature of the product some pitting can be expected.
- h) Granite worktops have been sealed to protect most normal every-day stains and we supply a care kit so that you can maintain the surface. However spillages such as wine, vinegar, oils and acidic substances should be wiped clean immediately.
- i) Although granite and quartz are highly heat and scratch resistant We recommend the use of chopping boards and pan trivets

TERMS AND CONDITIONS

- a) Our terms of payment are 50% payable on order with the remainder of the balance payable after delivery/fitting. For trade customers with account facilities our terms of payment are 30 days net from the date of delivery/fitting. 3% per month will be charged on accounts falling overdue from these terms. Any queries or discrepancies must be notified in writing within 14 days of the invoice date, after which payment is expected in full on the due date and no complaints will be entertained
- b) The ownership of all goods delivered to the purchaser will remain with the seller until payment is made in full. The seller reserves the right to dispose of all goods if not paid for in accordance with the terms of the invoice/quotation in whole or in part, and the seller may by its servant/agents recover and resell the goods or any of them and may lawfully enter upon any place to which he has delivered or consigned them for that purpose.

- c) The company will endeavour to fulfill its agreed commitments to all clients however, due to the vagaries and variation of the materials we use we can only offer an expected time. We cannot accept liability from any loss incurred from any delay in delivering our products
- d) All deposit refunds are subject to a £150.00 (including v.a.t) administration charge.

CARE AND MAINTENANCE OF YOUR WORKTOPS

With the correct care, your worktops will last a life time. If your chosen surface is granite we seal your worktops on installation with a Stain Impregnator, this reduces the natural porosity of the granite and provides an effective repellent against oil and water. The Stain Impregnator should be re applied every 18 months approximately, the care kit supplied with your granite worktops contains a bottle of the Stain Impregnator we have used. Also in the care kit is daily cleaner and a cream polish. The use of both these products will extend the life of the sealant. Although granite worktops are highly stain and heat resistant care should be taken to wipe up spills as and when they happen and the use of pan trivets and chopping boards is highly recommended. Pans taken from the hob or oven should NOT be placed directly onto the worktop.

Quartzstone work surfaces are non porous and therefore any marks/stains will just be on the surface of the stone, these can be easily removed. The care kit supplied with your worktops contains a daily cleaner and a cleaner for more stubborn marks. In addition CIF cream cleaner used with a non scratch scourer can be used to gently remove any other stubborn marks. CIF Cream cleanser must NOT be used on Silestone products containing N BOOST, if your Silestone contains N BOOST CIF Acti-Fizz is the recommended cleaner . It is important to note that although quartzstone is highly scratch and stain resistant, it is necessary to protect your worktops from direct heat with the use of pan trivets or other barriers. Spills should be wiped up as and when they occur and chopping boards are recommended for food preparation.

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