

## **Terms And Conditions - Grey Slate & Stone Ltd**

Please read our standard Terms & Conditions Carefully, it is important that you understand them fully.

### **1 Who We Are**

We are Grey Slate & Stone Ltd, Slate Supplier & Manufacturer

Registered office: The Galleries, Madog Street, Porthmadog, Gwynedd LL49 9BU.

Company Reg: 06800372

### **2 These Terms**

These terms apply to all contractual agreements made between us and you, the customer. We may change these terms from time to time. Please check them before you make a new purchase. None of your statutory rights are affected by these terms. Any order you place with us is subject to these terms and conditions. You should read them very carefully as they contain some very important terms. If you have any questions about any part of these terms, please contact us at the number quoted on this page. These terms are standard and non-negotiable. They supersede all other terms whether oral or written. Our sales staff will do the best to help but are not authorised to do any of the following: - Make any variations to these terms; Make any representation, agree any condition or enter into any collateral agreement; Accept any offer or counteroffer by you. The Managing Director may from time to time by means of a written notice to you make alterations to these terms but only in relation to the individual order in question.

### **3. Quotations**

All quotations sent to you are contractual offers on our part. Our Quotations are valid for a period of 30 days. No binding contract is formed between us until such time as: you accept our Quotation by confirming the same by Signed acceptance form, email, and Payment is received by us by Credit /Debit Card, Bank Transfer or by Cheque in the form of either the whole price of the Quotation or a deposit amounting to not less than 30% of the Price. The products to be supplied will be set out in the Quotation. Unless otherwise stated in the quotation. The installation of any goods supplied is your responsibility and is not included in the Price. They are also subject to correction of any errors or omissions whether on your part or ours. Note - once a quotation is accepted by you a "Sales Order" is created and a one-off binding contract between the two of us is also created. This does not under any circumstances constitute a continuing contractual relationship (whether renewable or otherwise) between us. Once you have paid the Price and we have

discharged our delivery and performance obligations, the contractual relationship between us is terminated.

#### **4. Description**

We will use our reasonable endeavours to display as accurately as possible the colours of our products that appear on our website and in our brochures and at our showroom display.

However, we cannot guarantee that the display of any colour will accurately reflect the colour of the

Actual product. You should be aware that the nature of some products we supply, for example timber and painted products, tiles and panelling is that they naturally vary, and it may not always be possible to obtain an exact colour match.

We will do our best to be as accurate as possible in our descriptions, however, please note that all sizes, weights and measurements quoted must be treated as approximate.

#### **5. The Price and Payment**

(Non-Trade Account Holders) A minimum Deposit of 30% of the Purchase price is payable on acceptance of our Quotation We accept all major Debit & Credit Cards, Bank Transfer Payment, and

Cheque. We will confirm receipt of payment for your order as soon as possible by either email or telephone.

A binding agreement arises once our quotation has been accepted.

The Goods will be dispatched upon receipt of cleared funds for the balance remaining on the quotation/account (i.e.) 70% of the Price (the "Balance") This will usually be between 1-5 days prior to dispatch.

#### **6. Value Added Tax (VAT)**

VAT is payable by you at the appropriate rate and included in our quotation unless otherwise stated.

All prices quoted in any of our brochures include VAT unless otherwise stated.

**7. Late Payment** If you withhold more money than the value of any outstanding work/goods or delay any payments due to us by you, we will apply interest to the outstanding balance at a rate of 4% above the base rate of Barclays Bank PLC.

## **8. Delivery**

Delivery dates mentioned in any Quotation, Order or other document are approximate only and not of any contractual effect. We shall not be liable for any delay in delivery howsoever caused.

Late delivery of the goods does not entitle you to do any of the following: (1) Reject the Goods (2) Terminate the contract (3) Withhold payment of any part of the price.

### **Important Notice Regarding Your Deliveries**

Clarification regarding our policy for deliveries. Please note that while we work diligently to dispatch orders on time, we are not responsible for any delays caused by the carrier. To avoid any inconvenience, we strongly advise against booking a builder or contractor until your order has arrived and you have thoroughly checked the goods for any damages. If any issues arise, please ensure they are documented before signing for the delivery.

Your satisfaction is important to us, and we appreciate your understanding. Should you have any questions or concerns, please don't hesitate to Contact our office.

We will be responsible for any damage to goods sustained during transit on our own vehicles, but any damage caused to those goods once delivery has been accepted by you will be the responsibility of the client. At point of delivery, goods should always be checked off and signed for by the client. If not feasible, due to size of the order or any other reasons - Grey Slate & Stone Ltd will require notification from customers of shortages or damaged goods within 48 hours of delivery. After 48 hours we are unable to accept any responsibility.

Grey Slate & Stone Ltd will offer as standard 1-man local delivery service at £50.00 + vat and are available to book morning or afternoon, delivery slots between the following hours; Morning - 9.00 -12.00.

Afternoon 1.00 - 4.00pm. We can also offer a 2-man local drop (ground floor only) for £75.00 + vat

Grey Slate & Stone Ltd will contact each client/delivery in good time prior to loading to confirm customers are available to accept the deliveries as booked.

We may also use the services of carriers and haulage contractors; costs will be agreed at the time of placing an order. In the hopefully unlikely event of a delivery arriving onsite but no-one being available to accept delivery, goods will be brought back to our warehouse, the client will be liable to pay a re-delivery charge.

Any queries or disagreements with clients/others that arise onsite will be dealt with by the salesperson and not the delivery team.

## **9. Installation**

We are not responsible for the installation of any Goods ordered unless otherwise stated in the quotation. Where we do agree to install any item or appliance you must check the

installation for faults with the installation fitter and complete a completion certificate supplied by the fitter.

If any further marks or faults are found after the completion certificate has been signed by you, we must be informed in writing within 48 hours. It will be at our discretion to rectify faults thereafter.

### **10. Survey**

If you are ordering a brand-new kitchen or bathroom from us, we may carry out a survey at your premises prior to issuing a quotation. If requested we will design and plan and laser template your Slate Worktops, Slate wall coping a quotation will be supplied for any survey or templating carried out by Grey Slate & Stone Ltd. You are responsible to ensure: (a) the accuracy of any room dimensions given to us; and (b) that any goods not supplied by us are suitable for use with our design.

### **11. Guarantee**

Manufactured Slate Products. Worktops will be guaranteed for any natural defects. Please contact us for further details.

### **12. Limitation of Liability**

We shall not be liable for any indirect, incidental, consequential loss arising out of the contract or the performance or use of any of the goods or services. The price will be affected by any material changes that you request, or which are agreed provided for herein, even if we were advised of the possibility of such damages. The maximum liability of either you or us under any contract between us shall be limited to the price. After the survey, we reserve the right to make any deviation from the Quotation which would not materially affect the design if in our opinion it would facilitate the proper installation of any goods supplied to you by us.

### **13. Law**

Nothing in these Terms and Conditions affects your Statutory Rights.

#### **Grey Slate & Stone Ltd**

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