



GRANITE TOPS

MAKING GRANITE AND QUARTZ COUNTERTOPS MORE AFFORDABLE

TERMS AND CONDITIONS OF SALE

1. Estimates/ Quotations. All estimates/ quotations are based on the information provided by the customer. Granite tops reserves the right to charge for any additional extras, changes requested by the customer or changes to layout originally quoted. These will not be produced until confirmed in writing or by e-mail that the customer is willing to pay the additional for these extras. Every estimate will outline what material is priced for, what service is included, such as supply only, supply and fit etc....

2. Confirmation of order. On confirmation of order all details priced for will be confirmed with the client as to what is included in the quotation. Once agreed a €200 booking deposit is required to ensure a spot in our templating schedule. If this is not paid Granite Tops will not carry out the template. When payment is received we will provide you with a date for an onsite survey/ template to be taken. This date is subject to change. The client is responsible for ensuring the accuracy of all specification and job details during order confirmation to ensure all details are quoted for.

3. Onsite survey/ template. After confirmation of payment, a date for onsite survey/ template will be agreed. This survey is important so therefore we request that the customer or someone acting on behalf of yourself is present to discuss position of joints, tap holes, overhangs etc... If no one is present to discuss these details and sign off on the job sheet we will send over the job sheet by e-mail to get all details confirmed and signed off on. If not otherwise requested, sink, hob and tap locations will be positioned in the standard position of centred in the units below. Anything off standard must be requested to our survey staff when on site. Details will not be taken off any plans provided by kitchen companies or architects unless requested by the client when on site.

beleñico
quartz surfaces



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3.2 All kitchen units must be in the final position and sinks, taps, pop up sockets, extractor fans, hobs and cookers must be on site. If these are not present or any changes occur to the units after the template is taken and we arrive on site to install, we reserve the right to charge for additional call outs and for any additional material required. Photographic evidence is taken by all our surveying staff.

3.3 If the details change and this requires another on site template to be taken then an additional charge of €200 will be incurred at the cost of the customer. No job will be put into production without the 85% production deposit being paid.

4. Fabrication. After the template has been confirmed all details taken by our survey staff will be agreed with the client and once agreed the 85% production deposit will be taken, then you will be given a fitting date. Our usual turnaround time is 5-7 working days from date of template. This is subject to change due to unforeseen circumstances such as, but not limited to, Natural disasters, machine failure, out of stock material, breakages, changes to template etc.... We will strive to do our utmost to ensure that the usual times of 5-7 days are adhered to. We cannot be held responsible for any delay in the delivery of the countertop. If there are any changes to the delivery date this will be agreed with the client in advance.

4.2 If any changes are requested 24 hours after our confirmation call we cannot guarantee that these will be possible. There may be an additional charge for any changes made after 24 hours due to extra machining time, extra material or delays that may be caused to fitting.

5. Installation Prior to installation taking place, all kitchen units must be fitted and secured. The hob, sink, tap and pop up sockets must all be disconnected. This is the responsibility of the client to ensure all plumbing and electrical work is carried out before installation and not of Granite Tops. We do not accept any responsibility for any delays caused by other trades people and reserve the right to charge for additional call backs to finish off installation. It is not the responsibility of Granite tops to re-connect these appliances. On completion of the installation the area of the counters will be cleaned and re-sealed. At this stage we require someone to be present to sign off on the job completed. Payment of the balance must be paid to our fitting team or card details rang to the office. No credit will be given on any jobs. After the job is signed off and our fitting team have left any additional work required to be carried out must be notified to our office within 24 hours. Failure to notify our office within this timescale will result in an additional charge. We do not accept any responsibility for damage caused by other trades people. Any repair or replacement work required to be carried out will occur an additional charge.

6. Payment Terms. The schedule of payments is outlined on all quotations. No work will be carried out without deposits being received. No credit will be given unless agreed in advance and put in writing and sent to our office. Goods remain the property of Granite Tops until full and final payment has been received and cleared. Any credit due to the customer will not be given until the goods are returned in full.



7. Controversies/ Complaints/ Issues. Any complaint which is based on any defect in the quality or the condition of the products or their failure to correspond with the specification should be noted to Granite tops in writing within 7 days.

8. Materials. Granite, limestone, quartzite and marble are a natural product so therefore are subject to variations such as veining, shading, colour, pit holes, surface cracks etc.... This is more prominent in the lighter shades of granite and this is why we ask all clients to view and select the exact slab to be used in their job. Failure to do so will result in Granite Tops selected a slab and manufacturing the job from this material. Any complaints about shading, veining etc... will be null and void. Goods or extras requested after the job is fitted may not match the original order due to the nature of the material. If slabs are selected or viewed in a third party suppliers yard it is the responsibility of the customer to notify us of this including batch and slab numbers. If the customer fails to do so they will be liable for any extra cost in re-manufacturing the job in the selected material. All jobs priced for are for stocked items unless otherwise specified.

9. Cancellations. All cancellations must be given with prior notice to Granite Tops. If a template has already occurred then the €200 booking deposit is none refundable. If the fabrication of the job has started then the 85% deposit is none refundable.



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