

# **ITALIA STONE**

## Stone Fabricators

### **Terms and conditions**

May 2024

#### 1.0 Material variation

Please remember that stone is a natural product and is subject to variations in size, tone, colour and marking. Some products will also show slight imperfections - these are a natural occurrence in the stone

#### 2.0 Specifications

Dimensions are approximate only and may be subject to a degree of inaccuracy

#### 3.0 Payment Terms

For worktops, unless credit terms have been agreed, full payment is required. This can be paid by Credit/Debit card or BACS. Once order is placed we are unable to change material colour or thickness.

#### 4.0 Placing orders

Stone products are subject to batch variation and we cannot agree that subsequent orders will match, nor can we be responsible for products that are surplus to requirement. Orders placed cannot be cancelled or returned.

#### 5.0 Lead-time

Please enquire about the current lead-time for items you are interested in before placing your order.

#### 6.0 Fixings

Whilst we are happy to offer advice, we are unable to accept responsibility for problems arising from the incorrect fixing of products by a third party, shortages or products that are surplus to requirement.

#### 7.0 Templating

Please check the following criteria is met before the date of template. If any of the below is not ready you must contact us on 01525 405702 or [sales@italiastone.com](mailto:sales@italiastone.com)

It is important none of the below information changes after template has been completed or the worktops will be cut incorrectly. The template will confirm and define the final look of the worktops. All details should be confirmed at this point. The customer or someone who is able to make decisions on behalf of the customer should be on site at the time of template.

- Base units must be in their final position and fixed. Please ensure all units are securely fixed to walls and other units. Any subsequent movement will invalidate the template and if not adequately secured this can cause movement in the stone after installation which puts pressure on any joins that can lead to cracking.
- For kitchens with full height splash-backs or splash-backs behind the hob the extractor fan and/or wall cabinets must be in their final position and fixed. Sockets locations must be in place. Any subsequent movement will invalidate the template.

# ITALIA STONE

## Stone Fabricators

- The units should be level to within 3mm
- All end panels must be fitted
- Please make us aware if the property is a period one with beams and/or uneven walls. This will take our team double the amount of time to template and install which will be an additional charge. Note while we do our best to get the stone as close to the wall as possible there will be areas we are unable to scribe around, mainly older wooden beams.
- Any appliances requiring a cut out must be on site i.e. sinks, taps, hobs, range etc.
- Undermounted ceramic or acrylic mix sinks, and all undermounted sinks with waste disposal units, need to be in situ and supported adequately from beneath.
- Any plastering must be completed
- Temporary or existing worktops must be removed
- Tops of the units must be cleared of all tools and materials. Units sitting on work surface must be fitted after worktop installation.
- Adequate access to template must be granted and cannot be interfered with by other trades on site
- Any boxing up around pipework must be completed prior to the template.
- The client or their representative must be present during templating to agree all relevant details with our designer, including edge detail, height of splash backs, position of joints etc.
- Any changes from original quotation may require a revised quotation and could cause delays.

**If we arrive on site and the above criteria is not met, we will need to rearrange the template and an additional template fee will be charged.**

### 8.0 Worktop Installation

In order to ensure a problem free installation please note the following points:

- If any sink, tap or hob has been re-connected following templating, they must be disconnected again prior to fitting taking place
- Tiling in areas around worktops must take place after fixing worktops

# ITALIA STONE

## Stone Fabricators

- Pull-out bins should be installed after worktop installation to allow access when securing worktops to the carcasses. Drawers and cupboard should be cleared to allow access.
- Please be aware that we do not have the tools or skills to undertake gas, electrical, plastering or plumbing work. Italia Stone Ltd are not responsible for fitting appliances.
- Where jointing of materials is necessary it will not always be possible to secure an exact match between the jointing material and the stone. Please note that jointing lines are therefore likely to be visible.
- Clear access is required on day of installation.
- Transport and fixing by a third party is at the customer's own risk.
- Joins between the upstand/splash-back and worktops will be filled with silicone. Any gaps left between the stone installed by Italia Stone and any material or appliance not supplied by Italia Stone is not the responsibility of Italia Stone Ltd to fill. On uneven walls it is not possible to scribe upstands/splash-backs.

Please note that, whilst we take every care to minimise the disruption during installation, the process will create some dust. We ask our clients to ensure that, doors to other parts of the house are kept closed, and to remove items of value in the installation area which may be adversely affected such as televisions.

**Any part of the surfaces that our team are unable to install on the day, due to the above factors or on request of customer or customer representative, will result in an additional fit charge if our team have to return to site to complete installation.** In this situation the unfitted pieces will be left on site and Italia Stone Ltd are not responsible for any damage or misplacement of these surfaces.

### 9.0 Sign Off

On completion of an installation it is essential that the client or their representative is available to inspect the works and sign off our completion form. After our installers leave the site it is impossible for us to verify any subsequent claim for damage to the goods and/or their surrounds. This being the case, should no one be available to sign off the acceptance form and attach any comments associated with any problems, the client accepts that we are no longer liable.

### 10.0 Slab thickness

All dimensions are nominal and may vary according to the standard industry cutting tolerances

### 11.0 Pattern design and direction

Unless specified we are unable to guarantee the end product can be book-matched on veined products. If the veining/pattern needs to flow in a certain direction we must be notified of this at the quotation stage otherwise pricing is calculated on most cost efficient use of material.

# **ITALIA STONE**

## Stone Fabricators

### 12.0 Finishes

Polished finish is considered the standard finish for most stones. Other finishes require more care compared to polished finishes and may be subject to special order with increased lead times. Additionally, these finishes cannot be replicated on the underside of the surface or edge profiles.

### 13.0 Edge profiles

Standard edge profiles included in all quotations are bevelled/chamfered edge. Specialized profiles will come with an additional cost and should be specified at the time of quotation and template.

### 14.0 Meshed backing

Certain stones come with mesh backing due to their soft or brittle composition. These stones cannot be milled down or scribed and may require additional joins. These stones are:

- Granite (excluding specific colours such as Indian Black or Star Galaxy)
- Marble
- Porcelain/Sintered stone
- Quartzite

### 15.0 Recess cut-outs

If any cut-outs require us to create a recess please specify this at the quotation stage as an additional charge will apply.

### 16.0 Access

All quotations provided are based on worktop template and install being completed on the ground floor. Additional charges will be applied if this is not the case.

### 17.0 Join placement

Joins will be placed where necessary determined by but not limited to the following factors; material length, material quantity, access, support and appliance placement.

### 18.0 General

Placing of an order shall be deemed as full acceptance of these terms and conditions. Finally, please be advised that standing or sitting on the finished worktops is not recommended and we can take no responsibility for problems arising as a result.