

Norstone UK Ltd.
20 Mortlake High Street
London SW14 8JB

Tel 02031782801
www.norstonuk.com

Conditions of Sale

The terms and conditions contained herein will be incorporated in all agreements between the Supplier (Norstone) and its Customers (the purchaser).

General Conditions

1. Please examine the product on receipt of goods. Colour variations are inherent in natural stone and are considered part of their natural characteristics. Norstone will not be bound to consider any claim unless made in writing to the Supplier within seven days of receipt of the goods by the buyer, and at no instance will any claim be greater in amount than the actual invoice value of the goods claimed to be faulty when delivered by the supplier or by another party on behalf of the supplier.
2. Owing to naturally occurring variations in natural stone, Norstone accepts no responsibility in respect of minor or reasonably accepted variations between samples shown to the buyer and actual stone products supplied.
3. The customer will not be entitled to make any claim against the supplier after the natural stone material has been cut, marked, damaged or fixed.
4. Natural stone products must be sealed after installation and, depending on the site conditions, may also need to be pre-sealed in order to help prevent staining, salt attack, leaching and other types of contamination.
5. The supplier will not be liable in any respect for advice provided herein regarding the fixing, grouting, cleaning or sealing of the tiles, nor will the supplier be liable for any damages or loss incurred by the supplier as a result of any delay in delivery of the materials or otherwise.
6. Returned goods will be purchased at 50% of the purchase price and only within 30 days of the said purchase, and may not be accepted unless returns made are of the same shade/tonality of the current stock. Goods must be in original undamaged cartons and unopened packs or crates. Invoice number must be quoted. The responsibility and cost of returning goods is solely upon the customer. No credit will be allowed for products or goods that have been sold at special discounted price.
7. All purchases must be paid into Norstone UK Ltd's bank account, either by cash, BACS or electronic transfer. No goods will be delivered until full receipt of funds or if otherwise agreed.
8. Title to and property of the delivered goods will remain with Norstone until all the monies have been collected or cleared.

Quartz, marble, basalt, granite and other natural stone tiles:

9. To the extent permitted by the trade practices act, suppliers' responsibilities are limited to the replacement of materials supplied only, and the supplier will not be liable for any loss or damage incurred by the customer whether caused by defective materials or otherwise.

10. Owing to the fact that quartz, marble, basalt, granite and other stones are natural products, reasonable variations in colour and veining must be expected and the supplier will not be liable for any such natural variations occurring in materials supplied.
11. Any product sold by Norstone can only be guaranteed if installed by a professional licensed trades person with proven experience in fixing stone and tiles. The supplier takes no responsibility for the fixing of the materials. Also, quartz, marble, basalt, granite tiles should not be cleaned with abrasive chemicals, acid wash or industrial cleaner, nor subjected to a pressure-washer or sharp instruments.
12. Norstone products are all natural stone and may contain small traces of iron oxide. Iron oxide can react with moisture and staining may occur. Norstone UK Ltd, will not accept claims caused by this natural phenomenon. The oxidation process occurs in nature over many years, sometimes millennia, and is actually responsible for the brilliant colours that are found in our products today.
13. Norstone products are all natural stone and may contain small traces of iron oxide. Iron oxide can react with moisture and staining may occur. Norstone UK Ltd. will not accept claims caused by this. The oxidation process occurs in nature over many years, sometimes millennia, and is actually responsible for the brilliant colours that are found in our products today.

Delivery

14. Cost of delivery will be charged as a separate amount and will vary according to distance, site conditions and volume supplied. Contact us for details.
15. In the event of goods not being received due to the customer's absence at the agreed address and delivery time, any additional delivery and storage costs will be charged to the customer's account.
16. Customers' deferring agreed delivery dates will incur a storage charge of £2.00 per week per pallet (or part thereof) from the agreed date of initial delivery to the subsequent redelivery date.
17. Customer is to inspect and accept that the materials are in good condition and confirm quantities are correct prior to unloading and signing the delivery docket.
18. All unloading by crane truck (when available) to kerbside or nature strip only.

Quotations

19. Any quotation provided by Norstone will be considered invalid if not accepted by the customer within 30 days.

On site storage

20. Norstone products must be stored in a weather-proof environment and the packaging must not be exposed to potential water damage. Norstone will not reimburse any monies for product damage caused by incorrect storage.

Further details, including all technical specifications, may be obtained from our website, www.norstoneuk.com