

Granite Sales

Terms and Conditions

1. General

These terms and conditions are supplementary to our general terms and conditions and apply to the sale of granite products. By placing an order, you agree to be bound by these terms and conditions.

We reserve the right to update these terms from time to time. The terms applying to your order will be those in force at the time your order is placed.

2. Product Information

Granite is a natural material and each piece is unique. Variations in colour, shade, pattern, veining, texture, mineral content and markings are natural characteristics of granite and should not be considered defects.

Images shown on our website are provided for illustration purposes. The actual product supplied may differ from the image shown, particularly in relation to colour, pattern and natural markings.

Where dimensions, weights or other measurements are provided, these are approximate unless expressly stated otherwise.

3. Availability

All products are subject to availability. Although we make every effort to ensure that information on our website is accurate and up to date, we cannot guarantee that a particular product will always be available. Please contact us directly for up to date stock figures. Purchased products will not be removed from the public list until such time as payment has been received and products dispatched.

4. Prices and Payment

All prices provided will be in pounds sterling (£) and include VAT where stated.

Payment must be made in full at the time of ordering unless otherwise agreed with us in writing.

We reserve the right to correct pricing errors or other errors appearing on our website.

5. Delivery and Collection

Where delivery is offered, delivery charges and any applicable delivery conditions will be stated at the time of purchase.

Delivery dates and times provided are estimates unless we have expressly agreed otherwise in writing. We will not be responsible for delays caused by circumstances beyond our reasonable control.

The customer is responsible for ensuring that there is suitable access for delivery and that the delivery location is safe and reasonably accessible.

Where the product is delivered, you should inspect it as soon as reasonably possible after delivery.

If the product arrives damaged, you should notify us as soon as possible and, where possible, provide photographs of the packaging and product.

If you are collecting the product, you are responsible for ensuring that your vehicle and any equipment used for transportation are suitable and safe for transporting the product.

6. Inspection and Acceptance

Customers should inspect products upon delivery or collection and before any cutting, fabrication, installation or alteration takes place.

Once granite has been cut, altered, fabricated, installed or otherwise modified, we cannot accept responsibility for defects or characteristics that could reasonably have been identified by inspection before the work was undertaken.

7. Returns and Cancellation

If you are purchasing as a consumer, you may have cancellation rights under applicable UK consumer legislation.

These rights may not apply to products that have been made to your specific requirements, cut to size, fabricated, altered or otherwise personalised.

If you wish to cancel an order or return a product, please contact us as soon as possible and we will advise you of the applicable procedure.

Nothing in these terms and conditions affects your statutory rights.

8. Faulty or Incorrect Products

We take care to ensure that products supplied correspond with the description provided on our website.

If you believe that a product is faulty, damaged or does not correspond with your order, please contact us promptly with details of the issue and, where appropriate, photographs.

Where a product is found to be faulty or incorrectly supplied, we will provide an appropriate remedy in accordance with your statutory rights and applicable law.

9. Installation

Unless expressly agreed otherwise, our sale of granite does not include installation.

The customer is responsible for ensuring that the product is suitable for its intended use and that any installation is carried out correctly and by a suitably qualified or experienced person where appropriate.

We cannot accept responsibility for damage caused by incorrect handling, transportation, storage, installation, maintenance or use.

10. Natural Stone Characteristics

Granite may contain natural features including, but not limited to, variations in colour and tone, veins, crystals, pits, fissures, inclusions and other mineral formations.

These characteristics are inherent to natural stone and are not necessarily evidence of a defect.

Customers should be aware that the appearance of a sample, photograph or individual piece may not exactly match another piece of the same granite.

11. Liability

Nothing in these terms limits or excludes any liability which cannot legally be limited or excluded, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability which cannot legally be excluded. Subject to the above, we will not be responsible for losses arising from improper handling, transportation, installation, alteration or use of the product.

12. Events Beyond Our Control

We will not be liable for any failure or delay in performing our obligations where such failure or delay results from circumstances beyond our reasonable control, including but not limited to severe weather, transport disruption, shortages of materials, industrial disputes, natural disasters or other unforeseen events.

13. Privacy

Any personal information provided when placing an order will be handled in accordance with our Privacy Policy.

14. Governing Law

These terms and conditions are governed by the laws of [England and Wales / Scotland], and any disputes will be subject to the jurisdiction of the relevant courts.

15. Contact

If you have any questions regarding these terms and conditions, your order or a product, please contact us using the contact details provided on our website.