

StoneWroktops

UNIT 21

Private Road no2

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NG4 2JR

info@stoneworktop.co.uk

Tel: 0747 999 9333

www.stoneworktop.co.uk



Introduction

StoneWorktops specializes in making high quality products from polished concrete.

Main advantage with concrete is the way it is made.

Shapeless concrete mix can be cast into the mould and create almost any shape. Each of the projects is unique according to specific client requirements and so has a unique finish and appearance. Our production process is trying to ensure a uniform appearance and trim for the entire project.

Variations in product appearance and colour, hair line crazing, flecking, pitting, dappling and texture is considered to be part of the natural beauty of the material and are not seen as defects.

StoneWorktops procedures high quality ready work surfaces and clients following our After-care Instructions will ensure the quality and appearance for many years.

Maintenance

Concrete is the pretty similar material compared in performance to natural stone or wood however there a load of things to remember that will keep your concrete product looking beautiful for a long time.

Concrete is naturally porous and while treated with sealer's you can reduce the risk of liquids penetrate into the material, also patina can develop over time with use. We apply wax as a wear coat to help in protecting the surface from liquids.

As part of the cleaning process we recommend the re-application of wax as required depending on their use. Ground concrete surfaces are less likely to mark and are more effective at hiding marks, than those surfaces that are just polished. We have found that sealer's may be easily scratched or damaged and subsequently delaminate causing patching and flaking. They can be repaired only by the total removal and replacement of the sealer.

Regular wax polishing will keep your surface looking beautiful and will help to avoid stains. Wax is first defence and is important, without regular waxing the surface of the product might stain more easily. Bees wax can be used to polish a surface of the product.

Our products are treated with sealer to help prevent staining and for hygiene purposes. During first couple of weeks StoneWorktops recommend to you to keep tops clean as and dry as possible, you can use them normally. That will speed up the curing process you NEED TO REMEMBER to wipe concrete down after every use and DO NOT leave anything wet on the surface. It WILL damage the sealer and might leave a stain.

StoneWorktops also recommend to you to AVOID leaving acidic substances such a vinegar and lemon juice in contact with the concrete. Lighter colours are naturally more susceptible to staining comparing to strong colours and should be treated with an EXTRA CARE for couple of weeks while they cure.

Especial care should be taken when using acidic foods such as lemon, fruit juice etc. The citric acid in these types of food can leave a mark. It is sometimes possible to polish these marks away, this largely depends on the severity of the damage. StoneWorktops also recommends the polishing service, the price depends on size of the surface.

Cutting and chopping or any other abrasive action should be done on a chopping board and not directly on the surface or product because it may damage the surface. Edges or corners of the product can be chipped if knocked by heavy items. Care should be taken when using heavy pots and pans. Sealant can be also damaged by scratching with any sharp items, which is why StoneWorktops recommend to clean surfaces carefully with soft equipment (such as sponge or towel) without any sharp elements. Our surface sealants may be also damaged or discoloured by the heat from hot utensils. StoneWorktops recommend to you to use a board or a trivet.

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Our surfaces are 100% resistant to pure water. Water contains minerals that cause white residue on the surface. However, if the water will pour out and will be erased on time, there is no possibility that the spots were formed. We recommend to dry water with a towel to prevent watermarks. It may be possible to remove watermarks by polishing and waxing the surface. Our surfaces and products should be cleaned with warm

soapy water using a bleach free or specialist cleaning products. Scrubbing with abrasive powders or pads is not recommended as this may damage the surface sheen and sealer coating. You should avoid the corrosive, solvent materials and cleaners.

Warranty

Our warranty is strictly subject to certain terms and conditions set out in our Terms & Condition. Read them carefully as action or inaction on your part may invalidate your warranty. Our warranty is only applicable in the UK and is subject to certain terms & conditions and exclusions. We do not, however, purport to limit your statutory rights in any way if you are a consumer. Cover starts from the date of delivery or installation or when you picked the product up from us. This will be clearly marked on the proof of purchase or receipt. The duration of a warranty is 12 calendar months within those, the seller takes a responsibility to repair or replace the product if it is faulty or damaged by his fault. Please note, that any repairs or replacements can be done within fore mentioned 12 months, and after such actions the warranty will not be extended for another 12 months. Most of our products are made of natural materials which inevitably have natural inconsistencies - part of their appeal. The existence of any such natural inconsistencies (including veining, pot marks or fissures) in any worktop made of natural material is therefore not deemed to be a breach of the warranty. Similarly, differences in the colour or thickness of any particular concrete worktop shall not be treated as a breach of our guarantee or other statutory obligations. Hold onto your receipt or proof of purchase as you will need it to claim under this warranty.

What is covered

Our warranty covers the material structure of products manufactured and fabricated by StoneWorktops on the following terms purchased by you against material defects for the duration of the warranty only. If you have had your product fitted by StoneWroktops, then we also guarantee that the workmanship of the installation of the products shall be of satisfactory quality and reasonably fit for normal domestic use. At our discretion, we will repair or replace in part or whole, or offer you the appropriate warranty value in cash on any product which is covered by our warranty if the claim under our warranty is justified in our reasonable opinion. If a replacement product is offered by us, but identical materials are no longer available, we reserve the right to replace the product with the nearest equivalent. Our warranty is strictly subject to you notifying us before having any work undertaken to rectify the problem, so unfortunately any costs you incur in relation to such rectification will not be covered by us in any way.

What is not covered

Our warranty does not cover defects or damage arising in respect of:

- 1 the repair or replacement of any third-party components;
- 2 fair wear and tear, resulting in scratches or staining;
- 3 modification or misuse (e.g., cutting or direct heat on worktops);
- 4 physical, chemical or mechanical abuse;

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- 5 unauthorised repair;
- 6 natural colour differences, veining, pot marks and fissures;
- 7 use other than for regular domestic purposes or a purpose which is not disclosed at the time of installation or outdoor use;
- 8 failure to use the product in accordance with the written instructions contained within these T&C's & our Aftercare Instructions;
- 9 moving parts or parts which are likely to perish over time (such as rubber seals around sinks);
- 10 improper installation by anyone other than a StoneWorktops Fitter;
- 11 any non-StoneWorktops product; or
- 12 act of God.
- 13 Silicone - damage silicone after installing worktops - the customer is obliged to purchase it in themselves range and the assumption of an advice which could be most helpful.
- 14 Destruction or damage of the concrete product produced by StoneWorktops and caused by:
 - incorrect leveling of Cabinets, insufficient strengthening cabinets, cabinets folded up or poor quality of cabinetsIT IS NOT A DEFECT IN THE PRODUCT and StoneWorktops has no obligation to repair or replace the product.
- 15 all complaints and issues regarding the installation process must be reported on site directly to our operatives. No such complaint will be taken into consideration after they leave the site.

Other limitations

Neither we nor any of our third-party suppliers make any warranty of any kind whether express or implied with respect to the product or fitting except as provided herein. We shall not be liable in contract for any direct, consequential, special or incidental losses or damages arising out of the use or inability to use the products except for death or personal injury arising from our negligence or as set out in our warranty.

The customer is obliged to prepare the site for installation. If all cabinets/base is not set in horizontal alignment - our company holds the right to refuse the installation and setup. New installation date must be booked and Customer is required to pay another delivery costs which is £350 + VAT.

How to claim under our warranty: In the unlikely event that you do need to claim under our warranty, you must first contact the person or place you bought the product from, who will then contact us if appropriate. Proof of purchase (the receipt) will be required. If we deem the fault to be covered under our warranty, we will contact you with a view to assessing the claim.

All the vertical sides/panels/elements will have a different finish than the top, due to the drying process...

Payments Terms

Orders priced £1000 or below - 100% of the total cost is required as the deposit.

Orders priced £1,000 to £3,000 - A £1,000 deposit is required.

Orders priced £3,000 to £5,000 - A £1,500 deposit is required.

Orders over £5,000 - A 50% of a full amount is required as a deposit.

Deposits are **non-refundable**.

In the case that the full payment for the order is not received, there is no warranty or aftercare on the product made and delivered by the StoneWorktops.

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The remaining balance is required after production is complete and before delivery is made. StoneWorktops will email photos (if appropriate) of the finished order as a proof for delivery. Once production has commenced StoneWorktops reserve the right to charge an additional fee if alterations to the products are required. Any site costs such as labour, travel, hiring of equipment and any accommodation if required can be split in cost. Side costs can increase if the agreed facilities are not provided on site and works are caused to run over the specified time scale, the extra costs will be invoiced for payment 7 days after the invoice is issued. If the client cancels the work after production is started the client **CAN NOT** ask for the refund of the deposit. If the client cancels the work on the day of delivery, they are to be billed these extra costs and payment is due 7 days after the invoice is issued. All items remain property of StoneWorktops until order payment in full is received.

Placing an order

The order is only placed and added to the production schedule once deposit is paid.

StoneWorktops will then set a date for Template (if included in order) and an estimated delivery/installation date with the client.

StoneWorktops reserve the right to change the delivery date or time due to any kind of accidents e.g. van failure or production fault. Our consultant will inform you about situation as soon as it is possible. We will arrange new delivery date and time for first available date. We cannot offer you any refund when your date or time has been changed due to any unforeseen circumstances.

Remake

Products will be replaced in the unusual event of being damaged in transit or has been made incorrectly. The lead time of the replacement will require no less than the manufacturing time given for the original order. StoneWorktops will strive to meet delivery dates given, please note these dates are not given as a guarantee or part of the contract agreed.

StoneWorktops writing to the Client about the supply and installation notify 3-5 days earlier (including weekends). The customer is obliged to fit up for the proposed date.

StoneWorktops can make a product again but StoneWorktops will not pay for all costs incurred by the replacement of the product, such as: people needed to unload, install and uninstall the sink, hob etc,

It is exactly same rules as requested on original delivery and installation.

The client must also reserve a place for the parking of a large van close to the delivery address as many of the items we produce (especially worktops) are heavy and cannot be carried over long distances.

In the case where the client has only paid for delivery; - StoneWorktops will only send out a driver and the client will need to supply an appropriate amount of manpower in order to unload goods safely.

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Installation

- Delivery of product/s to a location or site requires appropriate and safe access to transfer product/s from vehicle to place of installation. When fitting wastes, allow silicon to seal and the retaining nut must be bought up to the underside of the basin. This nut must not be over tightened as this may damage the product. A tolerance of ± 5 mm is possible on all measurements taken due to the nature of concrete. Post installation the products should be left to set for 48 hours to allow the glue to bond. In the case where the client has paid for installation;
- StoneWorktops will supply maximum of 3 people to carry the products (unless agreed otherwise beforehand).
- Large island worktops for example may even need 10 laborers to carry them, so the client would need to supply 7 laborers for example on the day of installation.
- StoneWorktops reserves the right to refuse delivery to a location or site if access is deemed unsafe.
- Installation does not include electrical, gas, plumbing or jointing work.
- We always keep tolerance of 2-5mm from each side of the worktop.
- Concrete is a natural stone so it is normal that some natural processes may occur, which can cause small changes in dimensions of the product up to 5mm from each side. That is a concrete nature and not a flaw, so it is not covered by our warranty.

For the installation, we need you to:

- have any worktops taken off, all cabinets clean ready for installation, have any sinks, taps, hobs taken off;
- it would be appreciated if plumber would be already there to install a sink;
- before we start any installation, there must be a client with us or somebody who is also entitled to make any unpredictable decisions;
- please make sure that there is a car park place for our workers to park a delivery van;
- we need help with unloading the van can you please make sure that there are some laborers already waiting;

If any of the following will take place client must pay another £350+VAT for a new delivery/installation date;

- after the installation, a Delivery and Acceptance Protocol must be signed by a buyer or any person authorized by the buyer. If for any reasons, there is no person to sign the Delivery and Acceptance Protocol it will be presumed that the protocol is accepted by the buyer.
- all complaints and issues regarding the installation process must be reported on site directly to our operatives. No such complaint will be taken into consideration after they leave the site.

Templating

If the client orders a template then must ensure that all base units in the case of kitchen worktops are installed correctly and in their final place, as the templates will be made to reflect the positioning on the day. StoneWorktops templator will take photos of the layout complete with the actual templates as an evidence of this. Cut out prepared for under-mounted sink is always 2-5mm smaller

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than the needed cut out, due to irregular edges of under-mounted sinks.

All sinks with basic cut out are square (without rounded corners), however on a request of a client and with a small additional cost we can make radiused corners.

It is essential that all changes must be always confirmed before the production process begins. If not, then the client will need to pay all costs caused by any additional work.

Production

Making the polished concrete items takes at least 2 weeks depends on the size/complexity of the project and depends on how busy the production schedule is at the time of placing the order.

A start date and estimated production time for orders will be confirmed once deposit has been received.

Production times are given as an estimate only due to the bespoke nature of our products.

StoneWorktops will not accept any liability for the delays caused by the manufacture of products ordered, including

penalties and costs. Products in some instances may be delivered before are completely dry and will change its colour shade. Surface colour may change to their natural colour in time, however care must be taken as the product can be more susceptible to staining during its drying time.

Sample

Samples are available free of charge.

Samples are an example only of a mix colour and texture and are provided as guidance only, differences in tone will occur in the final product. It usually takes about 3 to 7 days to deliver the samples, depending on whether they are in stock.

Storage Rates

If agreed payment for a product is not received within time scales stated within StoneWroktops terms and conditions, storage rates of £20 per day will be added to the final cost of a product/manufacture.

Products will be stored for a period of 30 days from the production completion date. After that period, the

StoneWorktops reserve the right to dispose of product(s) as deemed appropriate without further notice.

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Tiles and Panels

All tiles are made on request of the client. Tiles 600mm x 600mm and under are 20-25mm thick, all above that size are 25-30mm thick. Panels are from 8-12mm thick.

For all our products, we need to reserve the rights of the tolerance of +/- 5mm.

Tiles and Panels do not have reinforcement inside and are not waxed.

Surface Texture

The manufacture of polished concrete products involves a complex casting process when liquid concrete becomes a solid form. During this process StoneWorktops aim to control and monitor all the stages, but due to the nature of the procedure and concrete as a material, variable outcomes may occur in colour and surface texture. These imperfections are an integral part of a natural concrete and are not a fault.

Typical characteristics of concrete products may include: bug or blow holes, non-structural hairlines crack and patina. Small knock outs may occur along the edges of some products, although this is a typical characteristic of concrete.

In multiple casts (i.e. worktop sections) a colour variation may occur; surface details will differ as will the character of each component. Due to the nature of concrete, movement and shrinkage may occur during the casting process altering the shape of a product.

If fitting is part of the order placed, StoneWorktops will endeavor to equalize any shape differences. Due to manufacturing processes and finishing level of the product the edges may vary in degree and in some cases the aggregates/layers and difference in appearance may be visible, that is the nature of the final product.

Cut Outs

Specific details and cut out sizes for orders placed must be provided by the client/contractors in order for production to run within lead times given. The client will then be responsible for the dimensions of these cut outs.

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