



BUTTERFIELD NATURAL STONE

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ACKNOWLEDGEMENT OF TERMS AND CONDITIONS

1. APPRECIATION OF NATURAL MATERIALS AND SEALING
2. TERMS AND CONDITIONS OF MANUFACTURE
3. TEMPLATING AND FIXING

Signed.....Print.....

Company
(If applicable).....Tel.....

Date.....

**IMPORTANT PLEASE READ THE TERMS AND CONDITIONS
CAREFULLY PRIOR TO SIGNING
If you do not understand any of the attached please
contact us immediately.**

TERMS AND CONDITIONS

AN APPRECIATION OF NATURAL MATERIAL

The widespread revival in the appreciation of natural materials which is taking place at the present time merits a fuller knowledge and understanding of all these beautiful elements.

Most coloured granite and marble is inherently unsound and this can vary from hairline cracks in some varieties to extensive brecciation in others. Generally speaking, the more "figure" the material contains the greater the need for reinforcement, repair or filling in one form or another. Fortunately, with modern techniques and skills, these repairs and fillings etc. can be well concealed. In fact the parts so treated are normally the stronger sections and such repairs etc. should not therefore be regarded in any way as defective.

In the course of developing a quarry, considerable variation often occurs in the colour and veining of the stones extracted. For this reason, close uniformity is not natural and should not be expected. Therefore, when for reasons of size, granite/marble/slate and stone has to be in two or more pieces, it is sometimes impossible to match the graining exactly to conceal joints.

Those who seek perfection in other walks of life should understand that the very imperfection of coloured stones is often one of its most beautiful and essential features.

SEALING CARE AND MAINTAINANCE

All natural materials are porous; therefore care must be taken to avoid contamination by substances containing acids, however mild, EG. Wine, Coke, citrus fruits/juices, ketchup, pickles, vinegar, household cleaning products, cosmetics, perfumes, nail polish remover, facial products etc. Should such a spillage occur, it must be removed immediately to prevent staining, or in some cases etching the surface. Granite although much less susceptible to staining as above, should receive a similar regime of care.

Prior to leaving our factory, all materials being used for kitchen work surfaces, vanity tops, etc will be treated with one coat of a suitable sealer. For the best possible protection we strongly suggest further coats are applied instu, (the number of coats depends on the porosity of the material). "Care kits" are supplied with kitchen worksurfaces, containg sealer, cleaner and detergent cream.

For general cleaning of natural stone surfaces simply use a dilute solution of mild detergent, either applied with spray applicator or sponge, wash surfaces and buff with dry cloth.

Specialist cleaners sealers and treatments are available from our showroom.

MANUFACTURE

1. All natural materials supplied are subject to their natural markings, variations in colour, fissures and vents. These are supplied cramped, stopped or reinforced where necessary. Where jointing of materials is necessary, an exact jointing material colour is unavailable. Therefore, jointing lines will always be noticed particularly with the lighter coloured materials. **NO CLAIMS ON THESE ACCOUNTS CAN BE MADE.**
 2. When samples have been submitted, exact resemblances of the product supplied to the sample cannot be guaranteed.
 3. Any description of materials offered are given for guidance only and do not imply suitability for any particular purpose.
 4. All dimensions quoted are nominal and no liability is accepted for reasonable variations of whatsoever nature. It is an accepted practise in the granite and marble industry that the tolerances are 1-2mm plus or minus.
 5. No representations, warranties or conditions are given as to the quality of the goods supplied or the fitness for any purpose, job or use which the purchaser intends for the goods supplied. The purchasers should inspect the goods and satisfy themselves thereby that they are of the quality and suitability for the purpose for which they intend to use them.
 6. **Templates are to be actual finished size.** "Templates" with dimensions to be added are not templates and therefore will be rejected. All requirements to be clearly marked with type of edge polish, joints (material constraints permitting), splashbacks and indication of top/bottom final surface. All internal cut outs (sinks, hobs, washhand basins, tap holes, etc.) to be actually cut out.
 7. Detailed drawings with all necessary dimensions will be accepted, but with client corroboration by signature.
 8. The request for larger, longer pieces with cut outs and where bridging appliances, your attention is drawn to the risks involved. They will create weak points and stresses, particularly with inflexible materials 20-30mm thick. We will manufacture to all and any instruction (slab dimensional constraints permitting) but warn that if you choose to ignore conditions 6, 7 & 8, **extra costs for breakage, re-manufacture material wastage and labour will be involved.**
 9. Customer transportation is at own risk.
 10. Cutting customers own material is at their own risk. We cannot be held responsible for any human errors or breakages.
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TEMPLATING WORKTOPS ETC

In order to process and manufacture projects, as efficiently and accurately as possible, it is **essential** the following points are carried out **prior** to our workman arriving on site.

1. All surfaces/carcasses to be templated must be complete, flat and level. The final level of the worktops can only be as good as the level of the units supporting them.
2. We accept no liability for problems caused by additions or alterations to the furniture or appliances etc after templating has taken place.
3. If replacing existing worktops they **must** be removed, this allows the carcasses to be viewed and assessed, and advice would then be given if any additional work needs to be carried out before the new worktops could be fixed.
4. Inset sinks and taps **must** be disconnected but available on site.
5. Gas or electric hobs **must** be disconnected but available on site.
6. Undermounted and Belfast/butler type sinks **must** fixed in position.
7. Any units to be fitted directly on top of the worktops **must** be fitted **after** the worktops. It is not acceptable to leave a gap and expect to slide the worktops under.
8. If any walls, around the worktops, are to be plastered they **must** be done either before templating or after fixing the worktops.
9. The client or representative **must** be present during templating to agree all relevant details such as, overhang, edge detail, height of splash backs, joints etc. Advice would also be given if any additional work needs to be carried out before the new worktops could be fixed.

FIXING WORKTOPS ETC

1. If any sink, tap or hob has been re-connected following templating they **must** be disconnected.
2. Tiling in areas around worktops **must** take place after fixing worktops.
3. In the event of plasterwork etc being disturbed during fixing all making good and subsequent costs, to be the client's responsibility.
4. We neither have the tools or skills to undertake any plumbing, gas, electrical, plastering or carpentry work.
5. Standing on the finished worktops **must** be avoided.
6. Granite 20mm thick weighs 60Kgs/m², 30mm thick 90kgs/m².

NB. Should any of the above be disregarded or ignored and templating or fixing cannot take place when our workmen arrive on site, not only will this severely delay the eventual completion of the project but **extra costs may be incurred.**

PLEASE KEEP US INFORMED!

48 HOURS NOTICE IS REQUIRED TO RE-ARRANGE AGREED TEMPLATING OR FIXING DATES, FAILURE TO DO SO MAY RESULT IN FINANCIAL PENALTIES
