



## **PRODUCT TERMS AND CONDITIONS**

In order to ensure that you attain the most effective use of the products and services that we offer, we would like to make you aware of the following:

### **General**

Whilst every effort has been made to give sound advice, The Creative Stone Company will take no responsibility for any loss, damage or injury sustained in following the aforementioned advice, neither can The Creative Stone Company accept any liability in respect of products being used for any purpose other than those for which they were intended by the manufacturer.

### **Quotations**

**All** quotations are for the **supply** of stone products **only** and exclude the costs of installation and sealing of product.

**Quotations are valid for 30 days** from date of quotation.

All quotations are based on estimated quantities and The Creative Stone Company can therefore not be held responsible should additional stones be required due to changes on site or varying application of off cut allowance. The client will therefore be charged independently for additional stones required, over and above estimated requirements.

### **Quotation acceptance**

In order to accept a quotation and your order to proceed we would require the following:

- 1) A signed copy of the full quotation or Sales Order
- 2) Proof of payment of 50% deposit of the total quotation amount.
- 3) A signed copy of the Terms & Conditions.

### **Lead Time**

As orders are placed, our stock levels and lead time are continually changing. We would advise contacting our orders department in order to obtain a definite lead time. The **standard lead time** for our products is **2 – 3 weeks**

## **Dimensions**

While every attempt has been made to provide accurate dimensions as guidelines, there may be a **slight variation in thickness**, which can be accommodated by mortar base.

## **Quantities**

The Creative Stone Company does provide clients with one free design consultation, including CAD drawings where necessary. However such drawings and accompanying quantities are to be regarded as **guidelines only**, as site conditions vary as do tilers use of off - cut allowance. The Creative Stone Company can therefore not be held responsible should more stones be required due to changes on site or varying application of off cut allowance. The client will therefore be charged independently for any additional stones required, over and above the **estimated requirements**.

## **Installation**

As a manufacturing company, The Creative Stone Company **will not** be held responsible for installation processes and procedures. Conditions on sites vary enormously, as do installation contractors. For the best results we do, however, recommend that a professional installation company is utilized.

## **Sealing**

The Creative Stone Company strongly recommends that a sealant, supplied by a company which has been recommended by The Creative Stone Company is applied to all entertainment and high traffic areas. This reduces the potential for staining as this product is a porous product and spillage may result in unsightly marks. We **do not advise** the sealing of cladding in any form, as it prevents the natural weathering of vertical faces, with the exception of above braai & fireplace areas.

## **Salt Water / Chlorinated Pools**

We advocate heavy sealing of coping stones around the pool in addition to the sealing of the pool surround to minimize the aggressive eroding of salt chlorination. Particularly in this environment stones should be re-sealed every 6 to 12 months and the ph level carefully monitored.

## **Weathering**

Reconstructed stone products **should** weather in a similar way to natural stone, therefore the effect of the elements and site conditions may cause some colour change depending on the degree of exposure.

## **Maintenance / Cleaning**

Regular maintenance is required to keep overall appearance of the product in pristine condition. We recommend thoroughly wetting the paved area with lukewarm soapy water, then brushing off with a soft kitchen broom. **We do not recommend high pressure washers, chemical cleaners, mortar lift or acid wash in any form. The Creative Stone Company takes no responsibility for any damage caused by their application.**

## **Efflorescence**

The Creative Stone Company cannot be held responsible for this naturally occurring phenomenon, which can be characteristic in quality concrete products containing high cement content. In its early life concrete products may exhibit an apparent loss of colour and efflorescence may emit in the form of a chalky residue or stain on the face of the product. The effect generally disappears with the combination of the natural weathering process and the passage of time and is in no way detrimental to the performance of the material.

## **Product colour variation**

The colours depicted in our brochure are as accurate as modern photographic and printing processes allow. Tonal variations are evident in all of The Creative Stone Company's products. **We therefore recommend that colours are judged from actual materials.** The Creative Stone Company's products are designed to simulate natural stone and naturally occurring aggregates are utilized, therefore **variation between batches will occur.**

## **Deliveries**

Once we have received your accepted quotation our orders department will contact you with regards to a delivery date.

\*Where the total sqm is less than 40 sqm the delivery will be done in one load and full payment will be required before delivery.

\*Where the total sqm is greater than 40 sqm the delivery will be done in more than one load. In which case we will deliver product up to the value of the deposit received and we would require the balance of payment no later than 3 working days prior to further deliveries. This is essential due to delivery scheduling.

**Please be aware that goods will be offloaded next to delivery vehicle.**

## **Delivery Charges**

A minimum delivery charge of R600 will be charged, if the order is less than R6000.

After which, deliveries will be charged for, as follows:

For distances less than 40 km, from The Creative Stone Company Honeydew to the delivery site, the charge will be 10% of the total order excluding VAT.

For distances between 40 km and 100 km from The Creative Stone Company Honeydew to the delivery site, the charge will be 12% of the total order excluding VAT.

If the distance is greater than 100 km from The Creative Stone Company Honeydew to the delivery site, please contact The Creative Stone Company for a quote.

### **Cancellation of Orders**

If an order is placed in a colour other than one of The Creative Stone Company's standard colours, i.e. Heritage or Mushroom, the order may not be cancelled or altered, due to additional stock being made to order.

### **Returns**

Due to the inconsistent nature of site conditions, under no circumstance will stock items be credited or exchanged.

### **BANKING DETAILS**

***Absa Auckland Park***

***Branch Code : 335105***

***Account No : 2840191586***