



### **Terms and Conditions of Sale**

Please read this important information before you proceed with your order. Your deposit payment will confirm your acceptance of our terms and conditions.

All goods remain the legal property of the company until paid for in full.

The company reserves the right to refuse orders and cancel any uncompleted orders.

Cancellation of orders will be chargeable if materials have been ordered or a template has taken place.

Alterations after templating will be subject to an additional templating charge.

Once fabrication has started, goods cannot be altered or cancelled.

All prices are exclusive of VAT.

Quotations and estimates will be honoured for up to 28 days until the order is placed, but may be subject to change after this time.

Payments shall be by cash, cheque or bank transfer.

Templates and fabrication can only be progressed after a payment of 50% deposit.

Full payment must be made on the day of installation. The company reserves the right to charge interest of 2% per month on overdue payments.

Goods will be examined by Hatherley Worktops Ltd on installation and checked for damages. Customers must inspect the goods on installation and complete a customer satisfaction form following installation.

Hatherley Worktops Ltd require at least two week's notice to schedule the template of your worktops. Your worktops are a bespoke order and will be fitted within two weeks of your template date.

To ensure the correct fitting of the work surface we reserve the right for our fitting team to remove plaster, tiles or chop out walls. Making good thereafter is the responsibility of the customer. If the fitters have to supply extra braces to support the work surfaces, or to adjust base units to provide the adequate surface for the worktop to be fitted, this may incur extra charges.

If you have chosen Granite or Marble we suggest you attend to view your chosen stone when it arrives at our factory, before fabrication takes place. All surfaces may exhibit variations in colour, veining, appearance and texture. They may appear darker or lighter than a sample dependant on lighting and the angle at which the material is viewed.

Hatherley Worktops have strict Data Protection policies, and will not divulge customer details to a third party.

#### Key Points for Customers

- No work surface is completely stain resistant or heat resistant. Care should always be taken and we can provide you with care information specific to your chosen worktops.
- It is ESSENTIAL that you are present throughout the template and installation processes.
- Payments to Hatherley Worktops Ltd can be made by cheque or BACS.
- Please notify us of any specific requirements at your address before template.
- Please give us two week's notice to schedule a template, and allow for two weeks production time between template and fitting.
- All appliances must be on site before template. Belfast/Undermount Sinks, Ranges and Aga's should be installed before template.