

Terms & Conditions

Materials

- All natural materials (granite, marble, limestone and other natural stones) are susceptible to variations in colour shading and veining.
- Imperfections or 'pitting' and fossils can be apparent and should in no way be considered faults.
- The degree of brecciation (natural fault lines) will vary in natural material and will be stopped, filled, reinforced etc. in accordance with normal trade practices.
- Samples should be looked upon as a colour indication only. Customers are welcome to visit World of Marble and our suppliers to view and choose materials in slab form for use.
- If your chosen material is from Gold, Cream or White ranges it is essential that you view the slabs prior to fabrication due to the particularly variable nature of light coloured natural stone. Please contact World of Marble to arrange a viewing.
- Quoted thickness of material is nominal and no liability is accepted for reasonable variances.
- Unless otherwise specified and agreed jointing will be at our discretion to suit material and safe handling practise.
- Any descriptions of material offered are guidance only and do not imply suitability for any particular purpose. No representations, warranties or conditions are given as to the fitness of the material for any purpose of job or use which the purchaser intends for the goods supplied.

Care & Maintenance

- All natural materials are treated with a sealer/stain inhibitor during fabrication however spillages should be removed as quickly as possible as all natural materials may absorb some degree of liquid and can be liable to stains.
- Although most granite is extremely hard we advise the use of chopping boards and pan stands on kitchen worktops to prevent possible damage and thermal shock.
- Marble and some other natural materials are not as hard as granite and should be treated accordingly.
- All corners and edges are susceptible to chipping from knocks and should be treated with care.

Quotes

- The quoted price is an accurate calculated guide based on the measurements you have provided, whether by kitchen plan or verbal communication. Once templated you will be notified of any amendments to the quoted prices due to deviations from the details/plan provided or items added to or removed from the order.

Payment Terms

- A signed acceptance of your initial quote along with our terms and conditions plus a deposit of 50% of the order value is required to confirm your order.
- The balance of payment is required before installation, delivery or at time of collection of goods.
- Failure to adhere to these terms may result in the delay of installation or delivery and the availability of your order.
- All materials supplied remain the property of World of Marble until full and final payment has been acknowledged.

Processing Time

- We aim for our normal processing time to be 7 days between template and installation unless otherwise agreed.
- Due to the unpredictability of natural stone and complexity of fabrication it is possible that unanticipated delays arise due to the identification of additional processes required for completion of the work.
- We shall not be liable for any losses, costs, damages, charges, or expenses caused by any delay for templating, delivery and installation of our products.

Templating & Installation

- Before template all cabinets must be level, have sufficient braces and be secured firmly to the wall.
- Final location of sinks, hobs, taps or any other fittings required must be available at template and fittings should be available on site.
- All due care and attention will be taken during installation but there may be instances where minimal chopping-in to plaster work is required. World of Marble will not take any responsibility for plaster damage and it is the responsibility of the customer to make good these areas.
- Walls are rarely straight and true and as such unavoidable gaps may occur between the back of upstands and walls; these will be kept to a minimum wherever possible.
- Information supplied by the customer to World of Marble such as templates, cut out dimensions, overhangs, splashbacks and positioning of cut outs at time of template, prior or subsequently given by other methods of communication is the customer's responsibility and no liability whatsoever can be taken for incorrectly advised dimensions.
- We strongly recommend that you are present at template to be available to answer queries or provide specifications not originally given. In the absence of attendance on site we will use the latest plan provided by you for reference.
- Prior to the template and installation all temporary work surfaces must be removed and all sinks, hobs and taps must be disconnected. World of Marble is not responsible for the disconnection or reconnection of any utilities or appliances.
- Any work carried out after template, such as plastering of walls or changing the location of cabinets, hobs, sinks and taps can affect the finished product. We, therefore, reserve the right to charge for this to be rectified.