

- 1 Quotes are valid for 30 days from the date listed on the quote or invoice.
- 2 Once a customer has paid a deposit, the deposit is only refundable if, following a site survey:
 - A) The fitter deems the job as quoted isn't possible.
 - B) The cost has increased considerably over the original quote.
- 3 If changes are made to the original invoice after the site survey, we will confirm these with the customer before proceeding. Once the customer accepts an amended invoice, then then it can no longer be refunded.
- 4 Bespoke and made to measure items cannot be refunded once they have been made.
- 5 For goods provided on a supply-only basis: It is the customer's responsibility to source a suitably qualified installer. They are responsible for providing us with an accurate specification for the goods.
- 6 Payment for the full balance of the goods is due 1 week before supply or installation.
- 7 The customer is responsible for assessing the condition of the goods at the point of delivery or prior to installation. Any issues need to be reported immediately.
- 8 Considerable variation occurs in the colour and veining of natural stone products, such as marble and limestone. It is normal for there to be differences between products made from the same material; a lack of uniformity or filled areas are to be expected and aren't considered to be faults or grounds for a refund.