



World of Worktops Ltd

Terms & Conditions

By placing your order either verbally, via email or by fax you are agreeing to our terms as set out below.

This agreement is between World of Worktops Ltd known as 'the company' and the customer as named on the order form.

- 1 All orders must be accompanied with the correct deposit to be valid.
- 2 If initial measurements are incorrect i.e. more stone is required a second visit will be necessary and an additional charge of £250.00 will be levied.
- 3 If access is denied or we are unable to complete an installation an additional charge of £250.00 will be levied and a new appointment must be made.
- 4 To complete an installation all appliances to be affixed to the top of the worktop must be on site. i.e. Hob, insert sink, tap, air buttons for waste disposals and pop up sockets.
- 5 All under mounted sinks must be on site and firmly fixed into the sink base unit.
- 6 All existing worktops must be removed prior to our visit.
- 7 It is the customer's responsibility to ensure that all plumbing and electrical work is carried out both before and after the installation.
- 8 As quartz and granite is a very heavy material it is the customer's responsibility to ensure that clear access is granted and the room is free from all obstruction.
- 9 It is the customer's responsibility to dispose of the old worktops and appliances.
- 10 Full payment of the balance must be made at the time of delivery in cleared i.e. banker's draft, building society cheque, debit/credit card or cash once the stone has been checked.
- 11 The installation fee is due on practical completion.
- 12 An authorised person must be onsite to inspect the installation and sign the installation satisfaction note & delivery note.
- 13 The worktops and all other materials remain the property of the company until full payment has been made and cleared.
- 14 It is the customer's responsibility to fix a shelf inside the sink cabinet to help strengthen under mounted sinks.
- 15 All base units must be securely fixed to the wall and in the final position at installation.
- 16 All base units must be level and able to accept the weight of the worktops.
In the event that the cabinetry is deemed unsuitable to support the stone a second visit will need to be arranged and a charge of £250.00 will be levied.
- 17 All freestanding breakfast bars must be erected and securely fastened prior to the installation.
- 18 Whilst every effort will be made to keep joints to a minimum a common sense approach will be applied due to delivery and health and safety regulations.
- 19 All joints will be visible although we will try and keep the size of the joints to a minimum.
- 20 Granite is a natural product and as such is subject to variations in colour, thickness (28 - 31 mm), pattern and contrast. A small degree of imperfection should be expected.
- 21 The company will not be responsible for damages or staining to the worktops and other materials after installation.
- 22 If this order is cancelled less than 7 days prior to an agreed installation date the customer will forfeit their deposit.
- 23 Should the customer wish to postpone an installation date 7 working days notice must be given or 50% of the balance will become due.
- 24 Whilst the company shall endeavor to meet its installation dates it shall not be held responsible for any charges incurred by a customer due to unavoidable delays by our suppliers.
- 25 Whilst every endeavor will be made to complete an installation on the day it may be necessary on some occasions for a return visit to complete the installation.