

Customera

Terms and conditions- Caesarstone® Benchtops

General:

Your Quote includes: 1 Check Measure, manufacture, supply and 1 installation of items under "description" unless otherwise stated. Quoted prices are based upon the information supplied by the Client, and thus the price may change if variations are identified on Final Check Measure or at the request of the customer (E.g. any changes to the details or quantities provided in a quote, including but not limited to dimensions, material, fabrication, or installation requirement).

Details provided in a quote are interpreted by the estimator, and it is the responsibility of the customer to check and make sure the items in the quote are accurate. Customera is not responsible for the accuracy of any dimensions or measurements provided by customers (or any person on their behalf) for the areas that affect the product installation.

Quotes do not include the removal of existing benchtops unless stated in the quote. Should additional site visits be required due to site access, incomplete joinery, change of detail, or appliances not being on-site, additional costs will apply.

Site & Access:

Quotes are based on standard access (single storey/ ground floor, no stairs) – should there be additional stairs or difficult access as determined by the Stonemason – there will be additional costs to be quoted on inspection.

If access to higher floor levels is not available but is necessary then any associated cost for hiring of lifting equipment shall be borne by the client.

Quotation allows delivery and installation of the bench tops during normal business hours, Monday to Friday (excluding public holidays), location covers up to 60km. If the job requires to be installed after business hours, an additional charge will be added to the final invoice.

Quotes are valid for 60 days.

Invoices:

Once you accept a quote, your pricing is locked (even if the job is to commence in more than 60 days) and your required stock will be allocated to you.

After the Stonemason starts production i.e., they cut the stone slab, there is no cancellation or change of mind policy. A full price of stone-slab for will apply for any change of mind at this stage.

Customera reserves the right to charge storage fees wherein the delivery of the product is delayed beyond a reasonable time after the product has been invoiced to the customer.

Installation:

The customer must be present at all sites during the measurement and installation to sign off on works completed. If the customer cannot be present at the arranged time a suitable

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representative must be designated on-site with the authority to approve all details discussed.

All work sites must comply with industry standards regarding safety. If the site does not comply with the safety standards as determined by the stonemason staff, their staff will leave the site without notice until all safety concerns are addressed and resolved. Additional site visit charges will apply.

Installation of stone may require cutting/sanding polishing on-site. As such we recommend that precautions be made to protect any property that may be on-site, it is the responsibility of the customer to cover any furniture and appliances before installers arrive. We also recommend keeping any plastic covers on cabinets until after the stone installation is complete.

It is advised that brick walls, where a splashback is going to be installed, are rendered before installation.

Any concerns with installation quality or defects in stone should be presented to the installers at the installation time. After the time of installation, all responsibility in relation to defects or quality of installation is the responsibility of the customers. Customera will not be liable for any damage, stain, or etching that occurred after the time of installation.

More information on Ceasarstone® Warranty:

[Mineral Warranty](#)

[Porcelain Warranty](#)

Joints:

Book (vein) matching is always our highest concern – however, due to slab sizes and benchtop configuration, this is not always possible.

Unless stated on the invoice, book matching is not included. This is an additional service that requires more planning and fabrication as such should the purchaser request book matching this is to be explicitly noted in the invoice and an additional cost applied.

Joins will be sealed with as close a colour match as readily available – size of join will vary between 1-2mm however this is subject to change as per the Installers recommendations. The final position of joins is to be discussed and finalized at check measure. Due to restrictions to slab sizes / cabinet layout however this is subject to change – all changes are to be confirmed with the client in writing.

Acceptance of Disclaimer:

By placing an order and finalizing the first payment, the purchaser agrees that they have read and fully understood the disclaimer terms and agree to be bound by them.

By Placing the order, the customer confirms that:

Has read and understood this disclaimer.

Has had the major risks relevant to purchasing and installing stone products adequately explained; and

Customer

Authorizes Customer's Stonemason Partners to supply and deliver stone products cognisant of all such risks.

By purchasing our goods and services you agree to the following conditions:

Payment Terms:

I hereby approve to the following progress payment schedule noting that the project cannot progress into the next stage without the finalization of the payment.

First Payment (Due at Invoice issue) 50% (including GST) of the total invoice amount.

Second Payment (Due after completed Check Measure) 40% of the total invoice amount.

Third Payment (Due on Delivery/Day of Installation) 10% of the total invoice amount.