



Trethewey has a long history in the stone industry in New Zealand and will always strive to exceed your expectations, the items below are intended to assist us in doing this.

## **Warranty**

This warranty shall be null and void unless Trethewey Stone Ltd has been paid in full.

This warranty is to be used in conjunction with the Consumers Guarantees Act 1993.

Trethewey Stone will put right any workmanship that we consider to be of inferior quality. Trethewey will make good any defective material or replace where applicable, we will pay the cost of any associated plumbing or electrical disconnect and reconnect charges. Trethewey will not be liable for any loss, direct or consequential arising out of the use or inability to use the product provided.

To qualify for coverage outlined in this document, you should maintain the countertop in accordance with the Care Card provided free of charge at time of installation. This information can also be found under "Stone Care" on our website.

In regard to countertops installed by Trethewey (or a Trethewey subcontractor) we warrant that all goods are free of defects at the time of installation, any claims for errors or quality must be brought to the attention of Trethewey within 10 days of the completed installation. In regard to countertops that are installed by a third party i.e. the joiner or builder, Trethewey will accept no responsibility for defects not detected by the third party prior to installation of the goods. Where goods are supplied ex Trethewey yard any claims for errors or quality must be brought to the attention of Trethewey upon receipt of said goods. No goods will be accepted for return unless previously agreed.

Granite will not crack under normal circumstances, if a crack does occur more often than not the stone has been put under duress i.e. someone has stood on it to open or clean a window or the substrate has settled or moved or excessive heat has been applied to the stone. As above if a crack is not brought to the attention of Trethewey within 10 days of installation we will not accept liability.

This warranty does not cover the natural characteristics of stone, which include but are not limited to, colour variations, veining, water lines, fissures or surface pits and blemishes.



## **Terms of Trade**

### **Payment and fabrication**

Trethewey Stone require a 50% deposit to be paid on acceptance of order. We will not hold material, template or manufacture an item until such time as a deposit has been received. Balance payable within seven days of installation unless monthly credit facilities have been extended. All prices quoted are excluding G.S.T. All quotes are valid for 30 days and are subject to material availability on standard lines and current specials.

All accounts are to be paid on or before 20<sup>th</sup> of the month following invoicing. If payment is not paid on the due date Trethewey may charge 2.5% on the overdue amount. The charging of credit shall not imply the granting of any extension of the current credit facilities. Account holders will be liable for any costs, charges or expenses including legal costs incurred by us in recovering any monies owed to Trethewey by them.

We will apply every effort to meet delivery times but will not be held liable for a delay in delivery. Once accepted a job cannot be cancelled.

To avoid unnecessary delays please ensure any items that are to be fitted to the top such as sinks, basins, hobs or taps are on site at time of templating. Missing items will delay delivery time. Additional charges may apply if our templater is required to return to site. Fabrication will not begin until all bench top details are finalized.

For details on fabrication specifications please refer to "Important Technical Info" on our website

### **Join location**

Please ensure join location is relayed to the client. Trethewey reserve the right to alter the final selection of join location subject to bowl size, site access, and material sizes at the time of manufacture.

### **Access**

All natural and manmade solid surfaces are heavy materials, please consider the wellbeing of our installers etc when ordering your top. Trethewey will supply two fit team members to install your top, if access is difficult or the top is heavier than normal\* you can either provide assistance or we can supply extra labour at an extra cost.

\*As an example while there is no normal we consider two men can lift 80kgs each, this equates to a benchtop 2.900 x .610 x 30mm. Our men could lift this top 20 metres along a flat or downhill even pathway. If you have any concerns please consult with us at time of pricing.

### **Substrates**

All substrates receiving our products are to be soundly installed and leveled prior to templating. Trethewey accept NO responsibility for the structural adequacy or level of the cabinetry units the stone is fixed to.

Trethewey Limited Warranty/Terms and Conditions of Trade.