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# Supply and Installation Terms and Conditions

Please read the following carefully. A placing of an order is assumed to be your agreement to accepting the following terms and conditions.

## The following situations could incur additional charges if they delay installation or are not a standard installation.

- It must be possible to park the van/lorry/trailer within 25 meters of the location of installation, and the location of installation should be accessible from the vehicle by a paved path without any obstacles.
- At the installation location, we need enough space to manoeuvre with a manually operated (gantry) crane, so we advise you not to plan other work to be done at the same time as the installation.
- Plumbing and electricity works are excluded in all quotes, including but not exclusive to:- installing, diverting or adjusting of, for example electric cables, water pipes, gas pipes, garden irrigation etc.
- Ensure that the installation area is clear and level before arrival, removing, rubble, paving, old fence, roots, plants, soil, sand, stones and other debris. The ground must be at or lower than the final finished level of the area.
- If any obstructions, such as, but not restricted to, roots or debris under the surface, concrete foundations, etc. are found when digging the holes for the posts this will incur additional cost.
- All paving, such as removal of pavement, patio tiles, gravel etc. to be done by others prior to arrival.
- Reinstatement of any paving is excluded from all quotes.
- Transportation of the elements through the house or building would incur an additional cost.
- Vertically transporting the elements up steps, stairs, ramps, lift, etc. would incur additional costs.
- Extra costs would be incurred for manually placing the kitchen when there is too little manoeuvring room for a (gantry) crane on the location of installation.
- All spoil resulting from excavation of the post holes is to remain on site unless agreed prior to installation. We can remove and dispose of the spoil if required at an additional cost of £75 incl VAT.
- If, due to obstructions, or not being able to get a good fixing in the ground, one or more posts need to be fixed to a stone wall, wooden fence, etc. this would incur an additional cost
- Any customization/grinding of the standard elements on the location of installation would incur additional costs.
- If high ground water or weak / soft ground is discovered on commencing digging results in only being able to set the posts in place, with no further elements installed, and a return visit is required to install these elements this would incur an additional cost.
- Where WWOO are not undertaking the installation and we are only delivering the goods then the client, contractor or end user is to inspect the goods before the courier leaves the delivery address and all goods must be signed for as acceptable and undamaged, or returned in its original packaging.

## CONCRETE QUALITY

- There could be slight shade differences between different concrete elements and over the surface of individual elements due to the nature of pouring concrete. The WWOO kitchen has variations in it and this is considered to part of the beauty of the product.
- Due to the nature of pouring concrete, small air holes may be present on the surface. During production, any large air holes will be filled in with a slip, however these may appear again over time.
- Due to the nature of pouring concrete, small drying or shrinkage cracks may be present or appear on the surface. These are to be expected and are considered normal. They will not affect the structural stability or strength of the concrete.
- The Anthracite colour will discolour slightly over time particularly if placed in direct sunlight.
- The finish on one side of the posts will look very slightly different due to the moulding process
- The sink will be installed in the worktop and the waste connected and left as an open pipe through the back of the wall. It is the purchaser's responsibility to connect this to a suitable drain or soakaway. The cold-water tap will be connected to a loose flexible hose which is left at the back of the wall. It is the responsibility of the purchaser to provide the supply to this and connect this to a suitable water supply.
- It is likely that some minor marks may occur on the sink strainer over time.

## GENERAL

1. Our surfaces and products are not designed or built to be used structurally unless specifically discussed and stated on the invoice.
2. We do not recommend standing or sitting on our work surfaces.
3. Damaged goods will be replaced as quickly as possible. All replacements of damaged products will require at least the same manufacturing lead time as applied to the original order.
4. All estimated project production times are based on schedule start dates. Start dates are scheduled once the deposit has been paid and cleared.
5. WWOO kitchens accepts no liability for direct or indirect losses, costs or penalties resulting from delayed deliveries or delays caused by the replacement of damaged products.
6. All information is provided in good faith and is subject to change without notice.

## APPEARANCE

7. Any sample provided is to be seen as a guide and not a guarantee of the final product's appearance.
8. Due to the nature of the material, manufacturing, curing and finishing processes each item produced will be unique and individual in appearance. Efforts will be made to produce continuity for items of a single project or order where applicable. Variations in product appearance and colour, hair line crazing, flecking, pitting, dappling and texture are considered to be part of the natural beauty of the material and are not seen as defects.
9. Slurry filling of voids is normal. In situations where efflorescence has occurred and is not wanted, efforts will be made to remove the mineral deposits
10. The use of sealers to protect the surface does not constitute a guarantee that the surface will not stain/etch or allow liquids to penetrate.
11. Sealers can be used to help prevent staining and liquid penetration by providing the client time to clean away staining material. It is the client's responsibility to remain diligent in the removal of possible stain/etch causing or penetrating substances.
12. Penetration sealers will provide little protection against acid attack.
13. Sealers can be damaged and may need to be periodically re - applied, this is especially relevant to high use areas and product that are submerged, e.g. basins, bath tubs and water features.

## PAYMENT

14. All products remain the property of WWOO Kitchens until full and cleared transfer of payment has occurred and the product has been signed for prior to unloading on delivery. Payment terms for products require a 50% non - returnable deposit at the time of order. Final payment of the remaining 50% is to be made (and cleared) prior to the date of delivery.
15. Interest of not more than 10% APR of the total unpaid amount will be added to the bill at the beginning of each week after the lapsed payment dated. Estimates and quotations given remain valid for 30 days.

## PROJECT DURATION

16. The date of commencement of any project will be declared only after all the required dimensions and project details have been agreed in writing by the client. WWOO kitchen's Terms and Conditions have been signed and returned to WWOO kitchens and full payment of the deposit has been made.
17. The commencement date will be used to calculate the expected completion date.
18. Any delays outside the control of WWOO kitchens may result in alterations to the scheduled times allocated for production and delivery.

## DELIVERY

19. Delivery dates and times will be adhered to wherever possible but cannot be guaranteed and do not constitute a contract between the purchaser and WWOO kitchens.
20. **Kerbside delivery with one driver is standard.** Products should be inspected and signed for prior to unloading. It is the client's responsibility to fully inspect products prior to signing for them and once signed for we cannot accept responsibility for any damage incurred.
21. Any damaged products should be indicated to the driver/courier prior to unloading. WWOO Kitchens should be made aware of any issues relating to products purchased immediately.
22. Once delivered to kerbside and signed for the client is responsible for the product unless otherwise agreed in writing by WWOO kitchens.
23. Any damage caused to the product once delivered is entirely the client's responsibility. WWOO kitchens will not consider any claim once fitting has begun.
24. Any damage or injury caused directly or indirectly to property or individuals once the product has arrived at the delivery address and is signed for is entirely the client's responsibility.
25. The client is to provide sufficient labour to unload goods. Standard single items require a minimum of 2 strong people. (Please ask for recommendations in relation to your project).
26. Unloading (and loading) of products at the delivery address should be completed in good time, normally within 30 minutes of arrival.
27. WWOO Kitchens reserve the right to charge a waiting fee of not more than £30 per half hour applicable at the beginning of each half hour after 45 minutes has elapsed from the time of arrival at the delivery address.
28. If for any reason any item is not unloaded with 2 hours of arrival at the delivery address, the item will be returned to WWOO Kitchens. Where WWOO Kitchens is not at fault, an additional transportation charge of not more than 50% of the original total order invoice price will apply.
29. WWOO Kitchens reserves the right to charge storage at a rate of not more than 20% of the original total order invoice price for every seven day period of storage, applicable at the start of each seven day period, commencing on the date of return.
30. All additional fees are to be paid in full prior to redelivery.
31. If, through no fault of the WWOO Kitchens, products are not redelivered within 2 months of return to the Company, WWOO Kitchens reserves the right to dispose of the products as it sees fit.
32. Parking (or parking permits) to be provided on or close to site where required. Standard local parking or Congestion Charges are to be met by the client if applicable.