

## TERMS AND CONDITIONS

All Goods remain the property of Chinnor Turf & Paving Company Ltd until paid for in full. We are unable to accept credit card transaction under £10.00 due to service charges. All prices plus VAT at the current rate unless stated as VAT inclusive.

### Payment with Order

We charge 35% for any goods returned for re-stocking – must be in perfect condition.

In most cases, a pallet charge of £35.00 small £42.00 large per pallet may be made, but will be refunded on its return in good condition.

## DELIVERY

All products will be stacked directly off the side of lorry. Please do not ask drivers to carry goods as their refusal only causes embarrassment. No responsibility will be accepted for any damage caused to customer's property if our vehicles are ordered off the public road. If council permission is required to offload onto the public highway or footpath, the obtaining of this is entirely the responsibility of the person placing the order. We therefore assume that all necessary permissions have been sought and obtained before the order is placed and accept no responsibility if this has not been done.

Notification of any shortages/damage must be in writing within 48 hours.

## GENERAL INFORMATION

The company cannot be held responsible for the phenomenon of efflorescence inherent in all top quality concrete products with a high cement content this will generally weather off in the course of time. All coloured concrete will gradually fade regardless of make.

All our products are handmade on a daily basis; there can be minor variations in shade. These are characteristics of concrete products which we feel make the final product more natural looking. We therefore urge our customers to check that a product is suitable before it has been laid – problems identified early are easier to correct than those discovered after the product has been laid. We will accept no responsibility for cost of replacements after the product has been laid. We cannot colour match paving for this reason.

Very high temperature in the summer months combined with very low humidity - a superficial hairline crack may appear on the edge of the product prior to being used on a patio. This only occurs when the slabs are stacked on edge in these conditions it will have no detriment to the final strength and durability of the product. We have eliminated the majority of this by using Paving Anchors (little nipples on corner of slabs) they do not need to be removed and can help the bonding of the paving when laid, helps prevent rocking.

### **IMPORTANT NOTICE:**

Salt or salt-based products must not be used for clearing ice or snow from decorative paving. We do not recommend chemically based or abrasive-cleaning agents to clean paving products and no responsibility will be accepted for damage caused by its use.

We do not recommend jet washing paving it takes the top surface off and opens it up to the elements.