



TERMS AND CONDITIONS:

- Our surfaces and products are not designed or built to be used structurally unless specifically discussed and stated on the invoice.
- We do not recommend standing or sitting on our work surfaces. Alterations to products due to variations from supplied information will be chargeable to the client.
- All estimated project production times are based on scheduled start dates. Start dates are scheduled once the deposit has been paid and cleared.
- (Production time average 2 weeks).
- The Concrete Corporation accepts no liability for direct or indirect losses, costs or penalties resulting from delayed deliveries or delays caused by the replacement of damaged products. All information is provided in good faith and is subject to change without notice.

APPEARANCE

- Any sample provided is to be seen as a guide and not a guarantee of the final products appearance.
- 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 but cannot be guaranteed.
- Variations in product appearance and colour, hair line crazing, flecking, pitting, dappling and texture variations are considered to be part of the natural beauty of the material and are not seen as defects.
- Slurry filling of voids is normal.
- Concrete sinks, baths etc. may require a topical sealer to help protect the concrete surface from water ingress. Dissolved minerals in the water supply may alter the appearance of the concrete.



MAINTENANCE

- 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.
- Sealers are 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 causing or penetrating substances.
- Sealers will provide no protection against acid attack.
- Our surfaces are not manufactured for cutting purposes, always make use of a cutting board.
- Please note that our sealers will NOT protect against surface damages from scratching or chemical etching from spills of acidic foods (such as: fruit juice, vinegar, wine, coffee soda, etc.) and improper or aggressive cleaning products.
- Our concrete products need to be cleaned on a regular basis with a very mild or natural cleaning product making use of a microfiber cloth.
- DO NOT use abrasive cleaning products like scotch-brite pads or steel wool to clean the surfaces, this will damage the protective layer.
- A natural wax can be used once a week to give the surface a maintained and natural finish.
- Sealers can be damaged and may need to be periodically re-applied, this is especially relevant to product which are submerged e.g. Basins, bath tubs and water features.
- Water or any chemical substance should never stand overnight in our basins, most of our basins are designed and manufactured for the washing of hands and to let the water run through and out of the basin. DO NOT wash any dishes or cutlery in our basins as this will damage the sealer and could result in etching.

PAYMENT

- All products remain the property of The Concrete Corporation 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 60% non-returnable deposit at the time of order.
- Final payment of the remaining 40% is to be made (and cleared) on or prior to the date of delivery.



DELIVERY

- Delivery dates and times will be adhered to wherever possible but cannot be guaranteed and do not constitute a contract between the purchaser and The Concrete Corporation.
- Curb side 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.
- Any damaged products should be indicated to the driver/courier prior to unloading. The Concrete Corporation should be made aware of any issues relating to products purchased immediately.
- If the client makes use of its own transport and handling The Concrete Corporation does not take any responsibility if the products is damaged during handling and delivery by the client.
- Once delivered to curb side and signed for the client is responsible for the product unless otherwise agreed in writing by The Concrete Corporation.
- Any damage caused to the product once delivered is entirely the client's responsibility. The Concrete Corporation will not consider any claim once fitting has begun when applicable.
- Any damage or injury caused directly or in-directly to property or individuals once the product has arrived at the delivery address and is signed for is entirely the client's responsibility.
- Client to provide sufficient labour to unload goods. Standard projects require a minimum of 3 strong people (Please ask for recommendations in relation to your project).
- Unloading (and loading) of products at the delivery address should be completed in good time, normally within 30 minutes of arrival.
- The Concrete Corporation reserves the right to charge a waiting fee of not more than R250 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.
- If for any reason any item is not unloaded within 2 hours of arrival at the delivery address, the item will be returned to The Concrete Corporation. Where The Concrete Corporation is not at fault, an additional transportation charge of not more than 20% of the original total order invoice price will apply.
- The Concrete Corporation 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.

- All additional fees are to be paid in full prior to redelivery.
- If, through no fault of the company, products are not redelivered within 2 months of return to the company, The Concrete Corporation reserves the right to dispose of the products as it sees fit.

SITE ACCESS – TEMPLATING & FITTING

- Parking (or parking permits) to be provided on or close to site where required. Standard local parking or Congestion fees are to be met by the client if applicable.

TEMPLATING

- Deposits must be paid and cleared prior to templating.
- All surface areas in need of templating should be cleared, have clear surrounding access, be of sound construction and at the proposed final height of the surface. Additional call out fees will be charged if additional trips to site are required.
- It is the client's responsibility to ensure that all specific details such as size of overhangs, angles, positions of knock-outs for hobs, sinks, taps etc. are clearly understood by a representative on site and are reflected in the position and construction of units/carcasses on site. The provision of accurate drawings prior to templating is highly recommended.
- Manufacturer's templates or specific dimensions for all knock-outs are to be provided at the time of templating.
- Unskilled assistance may be required subject to the project.
- Duration for templating varies according to the project, it is the clients' responsibility to ensure the site remains open until templating is completed.

FITTING

- Fitting constitutes the positioning and securing of the concrete products to an existing sub structure and making good the joints.
- All measurements indicated may be subject to variation +5mm or -5mm. Fitting gaps of up to 5mm on all wall facing edges and joints is normal practice. Vertical deflection of 1.5mm per linear meter may occur in some situations.



- It is the client's responsibility to provide sufficient sub structure and fixing support for products purchased (carcasses, wall fixings etc.)
- The Concrete Corporation cannot be held liable for any damage caused to property what so ever that may occur during installation or removal and replacement of any products for whatever reason.
- We recommend supporting structures be stable and strong enough so as to provide continuous contact support for the entire surface.
- All sub-structures should be prepared and cleared, have clear surrounding access, be of sound, suitable construction and be at the proposed final position of the product.
- All concrete countertops are manufactured to be as straight and square as possible, The Concrete Corporation does not take any responsibility if any of the clients walls or not straight or square resulting in gaps between the countertop and the walls.
- Alterations or additions to supporting structures are not the responsibility of The Concrete Corporation.

I acknowledge that I have read and understood the above terms and conditions:

Date: _____

Company Name: _____

Name: _____

Signature: _____

Client: _____

Signature: _____

