

This website is operated by West End Stone Supplies Limited (referred to as "West End Stone Supplies /we/our/us"). As user of this website (referred to as "you/your") you acknowledge that any use of this website including any transactions you make ("use/using") is subject to our terms and conditions below.

#### 1. General

1.1 - We reserve the right to change these terms and conditions at any time. Any such changes will take effect when posted on the website and it is your responsibility to read the terms and conditions on each occasion you use this website and your continued use of the website shall signify your acceptance to be bound by the latest terms and conditions.

#### 2. Order process

2.1 - All orders that you place will be subject to acceptance in accordance with these terms and conditions

2.2 - Acceptance of your order and the completion of the contract between you and us will take place on the initial template visit and final installation, unless we have notified you that we do not accept your order or you have cancelled it.

2.3 - We do not file details of your order for you to subsequently access direct on this website, and therefore, please print out these terms and conditions and the order acknowledgement for your own records. If you wish to obtain specific details of your previous orders please contact us

#### 3. Delivery

3.1 - This website is only for delivery of products to customers in mainland UK addresses.

3.2 - Delivery charges are not applicable as part of new installations and are incorporated within our quotations.

3.3 - At point of order we provide estimated delivery timescales. Although we make every effort to deliver goods within the estimated timescales, however delays are occasionally inevitable due to unforeseen factors. West End Stone Supplies Limited shall be under no liability for any delay or failure to deliver the products within estimated timescales.

#### 4. Payment

4.1 - From order acceptance and first template visit we will require a 50% payment and remaining 50% payment paid upon completion.

4.2 - The price you pay is the price quoted prior to ordering, apart from the following exceptions:

- a) If we have been asked to amend dimensions of the stone by prior agreement, this will usually incur a price amendment.
- b) Additional services are required e.g. disconnection / reconnection of sinks, electrical or gas appliances. These prices will be agreed in advance.
- c) While we try and ensure that all prices are accurate, errors may occur. If we discover an error in the price of goods you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

4.3 - All prices are given in £s sterling and include VAT (where applicable) at the applicable current rates.

#### 5. Returns, Cancellations and Substitutions

5.1 - We offer a 30-day money back guarantee. If you are not satisfied with your goods, just return to us in its original condition within 30 days of receipt (Excludes postage and packaging). Note where bespoke designs have been specifically fabricated then installed this will be subject to a cancellation cost, as this material cannot be restocked.

5.2 - All sizes and measurements, we will make sure that they are as accurate as possible.

#### 6. Intellectual Property

6.1 - You acknowledge and agree that all copyright, trademarks and all other intellectual property rights in all materials and/or content made available as part of your use of this website shall remain at all times vested in us. You are permitted to use this material only as expressly authorised by us.

6.2 - You acknowledge and agree that the material and content contained within this website is made available for your personal non-commercial use only and that you may only download such material and content for the purpose of using this website. You further acknowledge that any other use of the material and content of this website is strictly prohibited and you agree not to (and agree not to assist or facilitate any third party to) copy, reproduce, transmit, publish, display, distribute, commercially exploit or create derivative works of such material and content

#### 7. Miscellaneous Provisions

7.1 - West End Stone Supplies Limited shall be under no liability for any delay or failure to deliver products or otherwise perform any obligation as specified in these terms and conditions if the same is wholly or partly caused whether directly or indirectly by circumstances beyond its reasonable control.

7.2 - West End Stone Supplies Limited shall be under no liability for any damage to stone or any injury caused 'during' installation. Note various stone sections can be heavy so the installer should complete necessary Risk Assessments e.g. manual handling, before starting any installation works.

7.3 - You may not assign or sub-contract any of your rights or obligations under these terms and conditions or any related order for products to any third party unless agreed upon in writing by West End Stone Supplies Limited.

7.4 - These terms and conditions including the documents or other sources referred to in these terms and conditions supersede all prior representations understandings and agreements between you and West End Stone Supplies Limited relating to the use

of this website (including the order of products) and sets forth the entire agreement and understanding between you and West End Stone Supplies for your use of this website.