

TERMS AND CONDITIONS



If you wish to proceed with your order, please

- 1) read, sign and return this document
- 2) accept the quote online (once accepted, we will then send through an invoice)
- 3) transfer the deposit

There may be a delay on your order if the above is not reviewed promptly.

By accepting the quote, and signing this document you agree to the following:

- **Full payment is due on immediate completion of the job, irrespective of value.** Interest and administration fees may apply for late payment (\$50 per week overdue from invoice date). Debt collectors will be issued for payments later than 28 days after the invoice date. By signing you give consent that GFRC Designs may re-enter the premises on the sole purpose to reclaim/collect orders/products which have not been paid 28 days after the invoice date.
- **All jobs require a 50% deposit upon acceptance of this quote, this is non-refundable.**
- A letter of credit may be sought to cover materials for large scale work orders.
- If you change your mind or no longer wish for the job to take place, you will still be required to pay the agreed sum of this quote, in full or partial cost, depending on materials ordered and labour hours used.
- Job acceptance and quoted price is subject to inspection.
- Project works may be subject to weather conditions or covid19 restrictions, which may result in delayed installation.
- The price listed on this quote is subject to change (e.g. site access difficulty, inadequate carcass support, un-level cabinetry affecting installation or result however, this will always be discussed with you prior to any additional charges being made.
- Whilst we do our best in meeting the agreed installation date, please understand this may change due to unforeseen circumstances.
- **GFRC designs installation does not include gas or plumbing installations or fixtures (i.e. sinks, plugs, grates, taps, power points etc).**
- **Concrete is always unique. Colours and designs will never match samples completely. Similarly, features such as air bubbles, non-structural hairline cracks, blemishes, colour discrepancies, patterns, dimpled edging, spotting, and other unnamed "character markings" may result- these are not structural but rather an aesthetic features of the material. GFRC Designs do not credit or refund based on design features, change of mind, non-structural character markings, colour or other aesthetic features. Please be aware that GFRC bench tops are not clinically neat and will always be more organic in its look and form- this is the feature of the handcrafted product.**
- GFRC Designs do not warrant stains, cracks or chipping as this is dependent of the users care and maintenance of the product. Please refer to the Care Guide page on our website.
- GFRC Designs do not warrant commercial projects
- Inbuilt and/or raised sinks are not covered under GFRC Designs warranty
- Fireplaces, hearths, ovens, and any other area impacted by heat is not warranted for structural and/or aesthetic cracks, or damage to the sealer.
- GFRC Designs do not take responsibility for damage or injury caused by shelving, floating shelving or furniture, as we cannot guarantee their correct use.
- GFRC Designs take no responsibility for damage to products caused by transport if moved by outside contractor or personal, or if it is the fault of the owner/builder (for example, unsafe worksite, on-site trip hazards etc)
- Structural cracks are not warranted when found to be associated to incorrect use (i.e. heavy objects, people standing on the benchtop, extreme heat exposure, uneven carcasses/cabinetry).
- GFRC Designs take no responsibility for products which may fall, dismount, or dislodge as we cannot guarantee the correct use of our products.
- It is the owner's/builder's responsibility to seek engineering consultation (for example steps, shelving, walls, built-in structures). We can assist in weight estimations for engineering and architectural consultation, but do not take any responsibility for issues including but not limited to: shelves falling, free standing / self-supporting concrete collapsing, or flooring not withstanding weight etc.
- GFRC Designs warranty is void if installation is undertaken by outside contractor or personal, or if any modifications are made to the product.
- Like many other benchtop materials, GFRC contains crystalline silica which is dangerous if inhaled (dust). GFRC Designs does not take any responsibility for associated health issues resulting in the cutting, grinding, demolition or other such processing procedures regarding GFRC Designs products.
- GFRC Designs has the right to void the warranty if it is determined the product has been misused.
- By signing this document, you grant permission for GFRC Designs to use photos of the construction and final work for our portfolio/ website/social media pages.

It is the owner's/builder's responsibility to:

- Provide and lay drop sheets to protect furniture, flooring etc
- Provide a safe work area, including but not limited to, **wearing face masks** (following government covid19 regulations), removing/moving furniture, trip hazards, clear walkways and exits, lock away pets.
- Provide GFRC Designs access to power, water and other such necessities during installation
- Seek council/building approval when applicable
- Provide signage and barriers during and after application to ensure safe access and protection of complete work (from intrusions such as rain, people, pets)
- Provide uninterrupted access to the work area (including other trades, general public, locked gates, pets). Delays may be chargeable of up to \$500 a day.
- Communicate with cabinet makers / builders regarding weight of countertops and possible structural requirements
- Protect the surface after completion, by following GFRC Designs instructions at installation, and by agreeing to follow GFRC Designs "After Care" guidelines.
- By signing this document, you have read, understood and agree to the warranty, which can be viewed on our website [<https://www.gfrcdesigns.com.au/warranty>]

To sign, you must be a) the legal owner of the property or b) the registered builder responsible. By signing, you are accepting the estimated cost listed in the quote, and the terms and conditions listed above as well as GFRC Designs warranty agreement.

I (print name) _____ of (address/company) _____

_____ have read and agree to the terms and conditions listed above and understand the contract to which I am entering. I give my consent for GFRC Designs to proceed with my order.

Signature: _____ Date: _____