

CONDITIONS OF SALE

The terms and conditions contained herein will be incorporated in all agreements between the Supplier (Norstone) and its Customers (the purchaser).

General Conditions

1. It is the supplier's responsibility to ensure the product & quantity ordered and paid for in full is supplied to the purchaser. Please examine the invoice prior to payment for the correct product and amount quantity is correct. The supplier is not responsible for determining the quantity required by the supply of measurements or plans. It is the purchasers responsibly to ensure the quantity required is ordered. Payment of the suppliers invoice is considered acceptance of the product and quantity as specified on the invoice.
2. Please examine the product on receipt of goods. Colour variations are inherent in natural stone and are considered part of their natural characteristics. Norstone will not be bound to consider any claim unless made in writing to the Supplier within seven days of receipt of the goods by the buyer, and at no instance will any claim be greater in amount than the actual invoice value of the goods claimed to be faulty when delivered by the supplier or by another party on behalf of the supplier.
3. Owing to naturally occurring variations in natural stone, Norstone accepts no responsibility in respect of minor or reasonably accepted variations between samples shown to the buyer and actual stone products supplied.
4. The customer will not be entitled to make any claim against the supplier after the natural stone material has been cut, marked, damaged or fixed.
5. Natural stone products must be sealed after installation and, depending on the site conditions, may also need to be pre-sealed in order to help prevent staining, salt attack, leaching and other types of contamination or water damage.
6. The supplier will not be liable in any respect for advice provided herein regarding the fixing, grouting, cleaning or sealing of the tiles, nor will the supplier be liable for any damages or loss incurred by the supplier as a result of any delay in delivery of the materials or otherwise.
7. Returned goods will be purchased at 50% of the purchase price and only within 30 days of the said purchase, and may not be accepted unless returns made are of the same shade/tonality of the current stock. Goods must be in original undamaged cartons and unopened packs or crates. Invoice number must be quoted. The responsibility and cost of returning goods is solely upon the customer. No credit will be allowed for products or goods that have been sold at special discounted price.
8. All purchases must be paid into Norstone Australia Pty Ltd's bank account, either by cash, electronic funds transfer or credit card online or by phone. No goods will be delivered until full receipt of funds or if otherwise agreed.
9. Title to and property of the delivered goods will remain with Norstone until all the monies have been collected or cleared.

Quartz, marble, basalt, granite and other natural stone tiles:

10. To the extent permitted by the trade practices act, suppliers' responsibilities are limited to the replacement of materials supplied only, and the supplier will not be liable for any loss or damage incurred by the customer whether caused by defective materials or otherwise.
11. Owing to the fact that quartz, marble, basalt, granite and other stones are natural products, reasonable variations in colour and veining must be expected and the supplier will not be liable for any such natural variations occurring in materials supplied.
12. Any product sold by Norstone can only be guaranteed if installed by a professional licensed trades person with proven experience in fixing stone and supplier tiles. The takes no responsibility for the fixing, sealing or maintenance of the materials. Also, quartz, marble, basalt, granite tiles should not be cleaned with abrasive chemicals, acid wash or industrial cleaner, nor subjected to a pressure-washer or sharp instruments.
13. Norstone products are all natural stone and may contain small traces of iron oxide. In some rare cases Iron oxide can react with moisture and staining may occur. The oxidation process is natural and occurs in nature over many years. Iron oxide can be cleaned from the face of the stone and there is a limited amount within the stone so once it has all been cleaned off this will no longer occur. Please download our guide from our website Natural Oxidation Maintenance and Cleaning Guidelines. The supplier will not accept claims caused by this natural occurrence. It is the purchaser's responsibility for the proper maintenance of the natural stone.

Delivery

14. Cost of delivery will be charged as a separate amount and will vary according to distance, site conditions and weight/volume supplied and delivery truck requirements i.e. Forklift Truck, Crane Truck or Tailgate lift and pallet jack.
15. In the event of goods not being received due to the customer's absence at the agreed address and delivery time, any additional delivery and storage costs will be charged to the customer's account.
16. In the event of the goods being delivered due to the customer's absence at the agreed address and delivery time, Norstone accepts no responsibility for any goods being stolen or damaged for being left unsecured or unattended at the customers property.
17. Customers' deferring agreed delivery dates will incur a storage charge of \$4.00 per week per pallet (or part thereof) from the agreed date of initial delivery to the subsequent redelivery date.
18. Customer is to inspect and accept that the materials are in good condition and confirm quantities are correct prior to unloading and signing the delivery docket.
19. All unloading by crane truck (when available) to kerbside or nature strip only.

Quotations

20. Any quotation provided by Norstone will be considered invalid if not accepted by the customer within 30 days.

On site storage

21. Norstone products must be stored in a weather-proof environment and the packaging must not be exposed to water. Norstone will not reimburse any monies for product damage caused by incorrect storage.

Further details, including all technical specifications, may be obtained from our website,
<https://www.norstone.com.au>