

Terms & Conditions of Sale

1. **Materials & Goods**
 - a. All of our signs are made using the finest quality slate, marble, granite and stone and carved to the highest standards using only natural quarried materials. Natural quarried materials are subject to variations in colour and markings and the presence, in many cases, of sand-holes, crystals, calcite veins, shells etc. Whilst it is expressly guaranteed that the material is sound and of the material stated and/or selected, it is clearly understood that the goods are subject to such natural variations.
 - b. Rustic edge effects on plaques are all individual and uniquely carved and so styles and may vary slightly from the samples shown.
 - c. All plaques are expertly engraved into the material and not printed or overlaid on the surface.
 - d. Gilded and painted engravings cannot be guaranteed for any specific period of time due to the varying local and climatic conditions, especially on flat or exposed surfaces.
 - e. All sizes quoted are approximate and are within the acceptable trade tolerance of + or – 10mm. Where sizes are given in imperial measurements, the metric equivalent may be used on the conversion basis of one inch to 25mm (Metrication Board Approved).
2. **2. Payment and Pricing**
 - a. Unless otherwise stated all goods must be paid for in full before being despatched.
 - b. Ownership of the goods and services supplied does not pass until payment in full has been made.
 - c. All prices quoted are in GB Pounds Sterling.
 - d. Postage & Packing is based on all destinations within mainland UK – deliveries to areas outside this may be subject to additional delivery charges.
 - e. Deliveries to Non-European countries may result in import duties payable on receipt of goods – the purchaser will be liable for these duties.
 - f. Rates of VAT may be changed by Government from time to time – the amounts charged will be that demanded of us and are applicable at the time of ordering and paying for the goods.
 - g. If paying by Cheque please make payable to "The Stone Sign Company"
3. **3. Delivery**
 - a. Please allow approximately 7- 10 working days for delivery from time of payment being received. If we are unable to deliver during this period then you will be notified via telephone or email as to when your delivery will be expected. Whilst every effort will be made to meet the expected delivery timescale, we offer no guarantee of being able to deliver within 7- 10 working days. We will not refund or replace goods that are delayed in transit or delivery due to any reason including industrial action by third parties.
 - b. Free and Charged delivery refers to an order being sent to a given address once only.
4. **4. Confidentiality**
 - a. All payments taken via our "The Stone Sign Company" website use a secure server. All confidential information is held securely and used only in accordance with the Data Protection Act.
 - b. Customer details are not passed to any third party, but we reserve the right to pass on the purchasers contact details, including telephone numbers to our delivery company in order to facilitate deliver, unless specifically requested not to do so.
5. **5. Cancellations and Returns**
 - a. If the goods are not manufactured to the stipulated specifications then the purchaser has the right to a replacement item at no additional cost subject to the return of the original item. Should the purchaser continue to be reasonably dissatisfied with the replacement item then the purchaser can cancel the contract, return the goods and receive a full refund.
 - b. Any complaints, comments or queries should be directed to the following:

Customer Services
The Stone Sign Company
285 Cowbridge Road West
Cardiff CF5 5TD
Email: info@stonesign.com
Tel: 02920 672823
Fax: 02920 672829
6. **6. Statutory Rights**
 - a. Any dispute arising under or in connection with these Conditions and any Contract shall be governed by and construed in all respects in accordance with English law and the parties hereby submit to the non-exclusive jurisdiction of the English courts.

None of our terms & conditions affects your statutory rights.
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