

GALAXY

stone-wood

Galaxy Stone-Wood Ltd. - Residential Kitchen or Bathroom Bench Top

TERMS AND CONDITIONS

Kitchen Pricing

1. All quoted prices are valid until the end of each calendar month or until stock is sold out, whichever comes first, unless stated otherwise.
2. A deposit of 50% of the quote will secure the quoted items and protect against any price increase for a period of 90 days from receipt of the deposit. Specific deposit is applicable according to the project, which can be 60 or 70 % of deposit.
3. We reserve the right to make any price changes to orders unless a deposit has been paid.
4. Deposits are non-refundable should the customer change their mind.
5. If a stone template has been done and the customer chooses not to go ahead with the bench top, a template fee will be charged. This is \$150 for areas within the boundaries (as stated in Delivery section) and \$300 for other areas outside of this.
6. Stone bench tops, unique shapes, sinks cut-outs and tap holes cut-outs are quoted according to the sizes templated in presence of the customer. Should there be any changes, it is the customer's responsibility to inform and clarify the changes he/she wanted to make.
7. We endeavour to resolve but take no responsibility if items from a 3rd party supplier are out of stock or higher priced.

Payment Terms

1. Unless otherwise stated GST is not included in all our prices.
2. 100% payment is required before the installation of the benchtop.
3. If you are paying by internet banking or cheque - you will need to allow sufficient time for the funds to be cleared before your order is accepted and processed.
4. Ownership of goods will transfer to the client once final payment has been received.

Lead Times

1. In case of only benchtop required by the customer, the delivery can be expected in approximately 2-5 working days after full payment, depending on location in New Zealand.
2. These lead times may alter depending on factory work-loads, staff illness, material availability etc. You will be advised in advance of any delays but no consequential claims will be accepted for any reasonable delay in quoted lead-time.

Installation

1. Bench top installation is an option to be selected by the customer before we quote the price.
2. When a customer has paid a deposit for a kitchen and our installer has made a visit to site to check and measure, we can no longer provide a full refund of the deposit if the customer cancels the order. 15% of the total order value will be forfeited to cover the cost of sending the installer.
3. In many instances an installation will not be able to be completed at one time – for example:
 - a) When templates need to be taken for bench tops,
 - b) Where part of the kitchen needs to be installed before other dimensions can be determined,
 - c) Where special or indent items have not yet been received into store (example: Under mount sink or special taps)
4. Range hood installation – please note that the installation of the Range Hood (including cut-outs in cabinetry for vents and electrical sockets) is not included in any quotes, however we can arrange someone to provide such a service at an additional cost.
5. It is the customer's responsibility to coordinate with the cabinet maker, range hood installer, gas kit installer, plumbing work, paint works around the benchtop and electrician.
6. It is the customer's responsibility to provide clean and quiet environment for installation, as it's a delicate work, no disturbances are acceptable at the time of installation.
7. Once the installation is done, its customer's responsibility to notify any issues if there is any within 48 hours of time.
8. Cabinetry / Joinery's responsibility goes to customer or the person who installed it, Galaxy Stone Wood Ltd. Will not be responsible in any case, the cabinet is not installed properly and any time wastage because of improper joinery, will add up cost for extra hours works charges for the customer.
9. All the joinery and support base must be health and safety and quality wise properly inspected by the customer or by the cabinetry maker.
10. In any case, if the situation of the installation site is not complying health and safety requirements, it would require an addition hours of work or another visit for installation which will cost extra money to the customer.