

THANK YOU FOR CHOOSING THE MARBLE GROUP FOR YOUR WORKTOPS

We use the latest technology available and the UK's finest stonemasons to ensure your worktops are fabricated to a high standard. You can trust your worktops are in safe hands.

If you are ready to book your template, or nearly ready, then we have prepared a 'Template Preparation Checklist' to ensure everything is ready and in place before we come out to your appointment.

The Template Preparation Checklist is there to ensure everything from template, fabrication to fitting runs smoothly. If your kitchen units are not ready, or you are still awaiting delivery for certain appliances, please let us know. Otherwise we do need to charge an additional fee of £120+vat for a return visit.

To reduce any delay in the fabrication of your worktops, we are happy to pre-order your material upon request, once we receive a deposit. If the order is cancelled or the material changed, a restocking fee of £150+vat will be charged. If you haven't chosen your material, this may affect our delivery times whilst we wait for your material to be delivered.

Please find included in this next steps pack:

1. Worktop Preparation Instructions
2. Period Between Template & Fitting
3. Terms and Conditions

PLEASE PASS THIS
INFORMATION ONTO YOUR
KITCHEN FITTER



WORKTOP PREPARATION INSTRUCTIONS

These instructions are there to ensure that the area is ready for a template. If the kitchen is not ready or you are awaiting delivery of your surface mounted appliances, please let us know. It may be better to delay your template by a day or 2 and have a smoother process with a better quality finish, than to rush through. If we arrive to template and the kitchen is not ready, there will be a supplementary re-template fee.

- Please check your quotation to ensure it reflects your requirements and is the correct material; this may affect your final costing if things change.
- If you are having a large piece of stone i.e. a big island, please check the available access is suitable. A joint may need be added if access is unsuitable.
- All existing appliances and existing worktops must be removed and the surrounding areas free from obstruction.
- All the units and end panels should be in fitted and fixed. This will give an accurate approximation for the overhang.
- The kitchen units should have the necessary strength to withstand 100-400kg, depending on the size of your requirements.

Worktops should be supported every 600mm, if the stone is sintered then the support should be constant throughout. Overhangs vary based upon the material but we recommend nothing over 300mm. Please ask if you need any further information

- Your new appliances must be on site, specifically the sink, hob and tap; also extractors and pop up plugs if applicable. Other white goods are not necessary.
- The sinks should be pre-fitted into the units (as per the next page) and the tap hole positions need to be known.

The minimum sink front rail is 70mm, although we recommend larger. If sinks cannot be prefitted then they must be on site.

If your sink is a ceramic/butler/porcelain sink then this must be fitted before templating.

- If you have mitred end panels/doglegs/legs/any worktop touching the floor, then the floor should be finished before we template.

If the floor isn't fitted on template, then please do not fit the flooring before the fitting

- The edge profile and overhang from the door should be known before we arrive.

5mm past the door is standard on modern kitchens and 20mm past the door is standard on traditional kitchens.

Bevel/Chamfer and Pencil edges are standard and have already been accounted for in your costing.

- Full height cladding: all electrical boxes need to be fully fitted into the walls with front plates disconnected
- Please ensure adequate parking is available, any charges that result from inadequate parking may be reflected in your final costs.

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Please use these pictures as a guide to how a sink should look before we template.

PERIOD BETWEEN TEMPLATE AND INSTALLATION

We will be in contact within 48 hours of your appointment to confirm with you the information gathered at template. It is important that we receive confirmation by email as quickly as possible, as we will then place your job into the production schedule. A delay in confirming your job will have a direct impact on your scheduled fitting date.

Please do not make any changes to the kitchen units, walls, appliances or flooring. No additional furniture or fixing should be added once the template has been completed. Any changes required after template will result in a re-templating fee, or an administrative fee if a re-template is not required. If there are any alterations that result in the worktop not fitting as it should, we accept no responsibility to amend the difference and reserve the right to charge the full price of the job to replace the stone. Any temporary tops that have been fitted need to be removed before we return.

INSTALLATION

- It is imperative that we have reasonable access to site. If, for example, there is a tight stairwell then the worktop may need to be cut to fit.
- We will make every effort not to damage any surrounding area, for example the walls in a stairwell, but we cannot offer any guarantees.
- Certain cut outs may need to be done on site, which may result in dust and noise pollution. Please ensure any necessary items are protected in this eventuality.
- Every kitchen is different and therefore on occasion, it may prove necessary to cut out part of the plaster of the wall. We will make every effort not to cause any damage but due to the nature of the job, cannot offer any guarantees.
- If the kitchen wall is not straight, then you may find a gap behind the upstand. Where possible, we recommend putting a joint in the upstand to reduce this gap.

PLEASE NOTE:

- We will not connect or plumb any of your appliances. We recommend for tradesmen i.e. electrician/plumber to be booked for the day after your appointment to allow the silicones and adhesives time to cure.
- Most materials except natural products provide a warranty/guarantee of up to 10 years. To take advantage of this, you are required to register this warranty on their website.



TERMS & CONDITIONS

1. General
 - 1.1 The following terms and conditions apply to all transactions between The Marble Group Limited (company no. 06248956) of Welham House, Travellers Lane, Welham Green, Hatfield, Hertfordshire, AL9 7HF (“we” and “us”) and the customer (“you”).
 - 1.2 We intend to rely on these Terms and Conditions. If you require any changes, it is preferable that these be confirmed in writing by you and an authorised representative at our Head Office (0208 216 2041).
 - 1.3 We record all calls for training and monitoring purposes
2. Variations
 - 2.1 Natural products such as marble, stone and granite will be subject to natural colour variations, imperfections and sizes from any samples presented. There may also be variations in Quartz stone (i.e. man- made products). Unless the goods are faulty, we accept no liability for any variances in this respect.
 - 2.2 Should any variation from the sample you have seen be important to you, you may inspect the product to be used at our factory in Welham Green or at our suppliers prior to cutting but otherwise you will not be able to cancel your order once the product has been cut. Please let us know in writing if you require inspection so we can arrange this.
 - 2.3 Any alterations you make after templates have been made will be subject to an extra charge. Once we have templated, your kitchen cannot change; any cabinets that move and then move back will throw off our measurements and your final product will not fit correctly. Any changes made after template will require another template to be made so there are no discrepancies in our process. An additional template appointment would incur an additional charge of £120 + VAT
3. Delay

If we are asked to delay the fitting of your worktops after manufacturing for more than 4 weeks, we reserve the right to charge additional ‘storage cost’ at the rate of £30 + VAT per week.
4. Cancellation
 - 4.1 As all orders are made to individual requirements, orders cannot be cancelled after we have cut your product, unless we are in breach of our obligations to you.
 - 4.2 If you want to cancel your order you must tell us in writing.
 - 4.3 If, after we have carried out a survey, and this is unsatisfactory, we reserve the right to cancel your order after having given you a full written explanation of the adverse conditions encountered. We will also refund all money deposited by you.
5. Payment
 - 5.1 Prices and delivery charges are in pounds sterling (GBP) exclusive of VAT. VAT will be added to all charges at the current rate where applicable unless stated otherwise by HMRC. We will require proof from HMRC that VAT is to be charged at a lower rate or in some cases zero rated. We reserve the right to revise prices and details without notice but we will confirm these with you before accepting your order.
 - 5.2 Payment can be made by BACS, Credit/ Debit card and cheque payable to “The Marble Group”.
 - 5.3 All prices on this web site are subject to change without notice. Whilst we make every effort to provide you the most accurate, up-to-date information, occasionally, one or more products on our website may be mis-quoted. In the event a product is listed at an incorrect price due to typographical, photographic, technical error or human error, The Marble Group Ltd shall have the right to refuse or cancel any orders placed. Our quotes are valid for 90 days from the date shown, if an order is placed after the quote has expired, The Marble Group will provide you the customer a revised quote with an up to date price.

The Marble Group Ltd – Welham House, Travellers Lane, Welham Green, Herts, AL9 7HF
 - 5.4 Unless credit terms have been discussed and agreed in writing, a 50% deposit is required with your order before we carry out template.
 - 5.5 Remaining balance is required as cleared funds BEFORE delivery/fitting.
 - 5.6 Our lead time varies depending on several factors, and as such will be confirmed when your order is placed.
 - 5.7 Your order will not be scheduled or a lead time given until we have received all of the following:
 - Full details / survey / drawings of what you require
 - Your deposit
 - Signed approval drawings, including any special details (or approval email)
 - A written purchase order, including any special details / arrangements (or confirmation email)
 - 5.8 All products remain our property until we are paid all the money you owe us.
 - 5.9 Late payments will be charged interest at 4% above Bank of England base rate.
6. Anyone who places an order with us on behalf of a limited company agrees to be jointly and separately liable to us so we can demand payment from you as well as from the limited company.



7. Delivery
- 7.1 Delivery dates are estimates only. We will endeavour to deliver all goods on the agreed date. In the unlikely event that your order is not made available within 30 days of the agreed date you have the option to cancel the order by giving written notice to us. However, a change of order may impact on the delivery date and this should be confirmed when amending an order.
- 7.2 In the event of any one or more items being out of stock, we will inform you and give an estimated delivery date.
- 7.3 If you require delivery only of the product with no installation by us, this will be to a mainland UK address only. If no one is available at the address at the time of delivery, the driver will retain the goods, and we will await further instructions. There will be an extra delivery charge in this situation, which must be paid before re-delivery. If the goods are to be left without you being present, then full payment must be received prior to delivery, and we cannot accept responsibility for incorrect delivery or loss of goods when the customer is not present to accept the goods.
- 7.4 We shall have no liability to you for any failure or delay in supply or delivery that is caused by events or circumstances beyond our reasonable control.
- 7.5 Most orders will be delivered by lorry or large van so it is important that you tell us about any restrictions on access at the time of your order. If we are to incur parking fines then this could be charged back to you the customer.
- 7.6 All deliveries will be delivered to the address stated on the order and this will typically be kerbside delivery, depending on the vehicle used. If kerbside delivery is not suitable, goods will be unloaded to the nearest easily accessible and safe access point for the address stated.
- 7.7 We will not connect or plumb any appliances or undertake any 'skilled' carpentry work. We recommend you call 'skilled' tradesman in to carry out any such works.
- 7.8 On average, a visit (a template or fit) will take approximately 4 hours, in the event that we need longer (more hours or another visit) we will not be held liable for "the inconvenience caused" or trades that need to be rescheduled (e.g. a plumber's call out fee").
8. Defects
- 8.1 Any claim you make for faulty or poor workmanship must be notified to us as soon as reasonably practicable after the problem is discovered. To avoid any confusion or delay notification should be made to us in writing or confirmed in writing.
- 8.2 Chips and Repairs: In the unlikely event of your worktop being damaged, The Marble Group reserves the right to make small repairs to damages or chips that may occur on composite (quartz)/sintered/ceramic (such as Dekton, Neolith, Laminam and Lapitec) surfaces as well as fragile marble and granite. If we deem the repair has been completed to a satisfactory and acceptable standard, we will accept the matter as being rectified. Please understand during the fabrication, handling or installation process these may occur and will not justify the replacement of material.
- 8.3 We may charge you our reasonable costs if there is no defect or the defect is not our responsibility.
9. Tolerances
- 9.1 Whilst most kitchen worktops sold on the premise that stone is either 12mm, 20mm or 30mm thick, when it is supplied to us in slab form it can often be 2mm thicker or 2mm thinner. Therefore there is a 2mm tolerance on all stones that we supply in terms of thickness. This means that if a client orders a 20mm worktop it can be anywhere from 18 to 22mm thick.
- 9.2 There are a number of different factors that affect the overhang on a stone worktop and as a result we work to a 2mm tolerance. This means that if the client asks for a 20mm overhang, it can be anywhere from 18-22mm.
10. Liability – PLEASE READ THIS CLAUSE
- 10.1 If you have notified us of a problem, we will either make good any shortage or non-delivery; replace or repair any goods that are damaged or defective upon delivery; or refund to you the amount paid by you for the goods in question.
- 10.2 We shall have no liability to pay any money to you by way of compensation other than any refund we make under these conditions. Our liability to you shall not in any event include losses related to any business of yours, such as loss of profits or business interruption, neither will we be responsible to you for any other loss which is not a foreseeable consequence of us being in breach of these Terms and Conditions or our legal duties.
- 10.3 Once you have purchased your 'man made' worktop you must register your product with the manufacturer to claim your 'Warranty'; you must have proof of receipt.
- 10.4 If you are a consumer, nothing in these Terms and Conditions will reduce your statutory rights relating to faulty or miss described goods or work that is not carried out to a reasonable standard. You should contact your local authority Trading Standards department or Citizens Advice if you need more information about your statutory rights.
- 10.5 Nothing in these Terms and Conditions is it intended to exclude our liability to you for fraudulent misrepresentation or for death or personal injury resulting from our negligence.
- 10.6 If you are a trade customer we will not be responsible to you or, in the event that you are undertaking work for another person, to any other person, for the use or installation of any goods by you. Accordingly, if you are a trade customer, you agree to hold us harmless, and indemnify us against any liability associated with, any claim or allegation that we are responsible for any failings in the installation or use of goods that we supply.
11. This agreement is governed by English law and the English courts or by the law of the courts governing where we delivered the goods to if this is outside England or Wales.

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REQUIREMENTS PRIOR TO TEMPLATE	YES	NO
Have you checked your quotation to ensure we have the correct material and measurements? <i>(If you received a sample via post, is it the same as your quotation?)</i>		
If you are having a large piece of stone, is there adequate access?		
Have all appliances and existing worktops been removed and are the surrounding areas free from obstruction?		
Are all the units and end panels in place, level and secure? <i>Note: We strongly recommend that all cupboard doors and drawer fronts are on to give accurate measurements for any overhang you may have.</i>		
Have the kitchen worktops got the necessary support to bear the weight of the stone worktop (including battens where necessary)? <i>Note: Worktop must be supported every 600mm. A worktop without support MUST NOT exceed 350mm, and if you have marble or sintered stone please check this with us.</i>		
Have appliances been installed? <i>Note: This must be done prior to our arrival. Please also ensure that the extractor is fitted or else necessary markings on the wall made for the cladding. Hobs need to be onsite but not installed.</i> <i>Note: This includes sink, tap, hob, pop up plug and any other relevant item.</i>		
Have sinks been pre fitted in the kitchen carcass and the tap hole position predetermined? <i>Note: The minimum front rail on a sink is 70mm, however we recommend 85mm. Ideally sinks will be pre fitted, if this is not possible then please ensure they are onsite as per item No 5 below.</i> <i>Note: Under mount sinks should always be fitted into units before templating, especially heavy ceramic/ porcelain or stone sinks, as we cannot rely on Worktops to take extreme weight.</i>		
If you are having mitred end panels, has the floor been fitted? <i>Note: If the floor isn't fitted, the floor cannot be fitted in our absence</i>		
Have profile edges and worktop overhangs, if applicable, been confirmed? <i>Note: There is a 2mm tolerance on requested overhangs and thickness of stone.</i>		
Full height cladding: Have all electrical boxes been fully fitted? <i>Note: Please leave the front face plates disconnected</i>		
Have you read and understood the information on page 1 about re-templating and restocking?		
Is there adequate parking or a permit available?		

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