



## TERMS & CONDITIONS

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### Definitions

- 'The Company' refers to Salter Group (East Anglia) Limited of Yoxford, Suffolk, IP17 3HJ.
- 'The Customer' refers to the purchaser of products from The Company.
- 'The Product' refers to the item(s) purchased by The Customer.
- The property of the product remains with The Company until such time that full payment has been received by The Company at which point the property of the product shall pass to The Customer. Pursuant to this, The Customer hereby grants The Company full permission to enter onto the property where the product is held (upon reasonable notice) to repossess the product.
- Once the delivery of the product has been completed, the risk shall be passed to The Customer, irrespective of whether full payment has been made or the property of the product has been transferred.
- The Company will not accept returns nor issue a partial refund for an over-order of product; it is the responsibility of the customer to ensure the correct quantities are ordered.
- Deliveries are unloaded and set down as near to your property as the delivery vehicle can access. If required to pull off the highway, The Company will not accept responsibility for any damage that may occur.
- In the manufacture of concrete products, colour consistency cannot be guaranteed and variations in shade may occur.
- The Company recommend that you do not expose concrete slabs to salt or similar substances, as exposure is likely to cause surface damage.
- The Company will accept no responsibility for the temporary phenomenon of efflorescence which is inherent to any product with a high cement content. Likewise, please be aware that light and dark patches are likely to appear, particularly during winter months and extreme weather.
- Smooth concrete surfaces are likely to become slippery when wet, The Company accepts no liability for any accident or injury caused because of this.
- Paving should be laid on a minimum of 4" compacted subbase and a full wet bed of cement (mix must include plasticiser additive)
- The Customer must factor 5% breakage allowance that is likely during storage and installing of the product.
- The slabs will be stacked neatly within two metres of the delivery vehicle, please consider this when ordering.
- Delivery is typically within 10 working days, although in many cases will be sooner. We may be able to deliver on a specific date on request, although this is not guaranteed.
- Measurements are taken from the base of the slabs, which taper towards the top. This allows for them to be laid butted together, creating a perfectly uniformed joint