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# GRAYS STONE CARVING STUDIO

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## Terms & Conditions for Memorials, Inscriptions and Stonework

### **Disclaimer**

We have made every effort to ensure our website is accurate and up to date, but we reserve the right to update or change any information regarding fees, etc. All of the content on the website is owned by or licensed to Gray's Stone Carving Studio unless otherwise specified.

Gray's Stone Carving Studio reserve the right to use any images taken of work for publicity, as a general rule permission will be asked and if people or clients do not wish their images to be used this will be respected. In respect of your privacy Gray's Stone Carving Studio will not make any of your information available to third parties unless legally required to do so.

Please note that Gray's Stone Carving Studio cannot be held responsible for the content of external internet sites which may be reached by links from this website.

### **Memorials, Inscriptions and Stonework:**

#### **Estimates**

All estimates/quotes are valid for 90 days only.

All prices given are excluding delivery (ex works) unless otherwise specified.

#### **Layout approval of memorial wording**

It is ultimately the responsibility of the client to check the details of the order and the wording therein of the inscription carefully. Particular care should be taken in the spelling of names and the accuracy of dates.

Any error should be notified and confirmed in writing to Gray's Stone Carving Studio.

The final layout must be signed and returned to our office address before any work can commence and will form part of the contract agreement.

Gray's Stone Carving Studio will not be held responsible for any errors found later unless said errors differ from the signed draft layout. Any alterations required after the signed layout approval may be chargeable at our standard rate.

### **Terms of Payment**

A deposit, as specified in the order or if none is so specified 25% of the final sum, will be requested upon acceptance of the order. No work will commence until payment has been verified. Payment can be made online or via Bank Transfer or Cheque, we also use Pay-Pal but this system will incur a further 3.5% being added to the fee to cover Pay-Pal administration costs. All payments are at clients' own risk when sent via UK postal service.

On completion of the masonry and setting out Gray's Stone Carving Studio will request one third of the remaining balance. A second invoice will be sent out after the manufacturing has been completed and final invoice sent after installation/delivery. In all cases an invoice will be sent to your home address or specified email address.

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## **Terms of Payment continued**

If the client fails to make any payment by the due date, then without prejudice to any other right or remedy available to Gray's Stone Carving Studio, we shall be entitled to charge interest (both before and after any judgement) on the amount unpaid at the rate of 3 per cent per month calculated on a monthly basis until payment is made in full (a part of a month being treated as a full month for the purpose of calculating interest).

It is important to remember that the memorial will remain the property of Gray's Stone Carving Studio until full payment has been made. In some cases, a photograph will be sent as proof of compliance after fitting but only at the request of the client. The memorial will, when payment has been completed, become the sole property of the client and be fitted to the plot at the first available time slot, within our delivery area schedules. Receipts available on request.

## **Additional fees**

Gray's Stone Carving Studio are not responsible for payment of any cemetery fees but will at the request of the client and or the cemetery authority make such payments and add the required amount to the final bill.

## **Changes to the layout after signing**

On occasion, some Churchyard or Council Cemeteries may request changes to be made to the signed layout to comply with their own regulations. We will in each case make every effort to contact the client to explain the change and seek permission to proceed. At no time will Gray's Stone Carving Studio be held responsible for any delays caused by others.

## **Materials**

Natural quarried materials can vary in colour and texture. All Goods are sold subject to these natural variations and therefore cannot be guaranteed identical to any sample produced. All sizes are approximate and imperial measurements may be converted to metric or vice versa.

## **Delivery and installation**

Gray's Stone Carving Studio will endeavour to install or have ready for collection within the time specified in the order but if completion of any works are delayed through strikes, lock outs, accidents, non-delivery of materials to the studio or other force majeure a reasonable extension of time will be allowed. Time shall not be of the essence of the contract unless expressly agreed in writing by Gray's Stone Carving Studio.

Gray's Stone Carving Studio will, when possible, attempt to achieve client timescales but will not be liable to any form of compensation in any event.

## **Disputes**

Gray's Stone Carving Studio will not enter into any negotiations regarding our pricing, or late deliveries caused by others.

## **Contract commencement**

All contracts become binding from the point and date of the client signing and return our draft plan, or agreeing via email.