

Deliveries, Cancellations, Returns and Breakages

Please bear in mind when ordering:

- Sandstone is a natural product. Colours, tones, shade, and veining will vary from pack to pack due to the natural nature of the stone. Please use any images as a guide.
- Italian Porcelain is produced in batches. If you require additional slabs, we cannot guarantee we will have more of the same batch if ordered at different times.
- With both Sandstone and Porcelain, we recommend you order at least 10% more to allow for breakages, cuts and wastage. Certain Sandstones such as Mint or Rainbow are softer than others and have veining which can result in hairline cracks and chips- this should be taken into consideration when ordering.

Deliveries:

Please see below information regarding the delivery of your order. Once we receive your order, we will email you to confirm the order and advise of the delivery date. If you need to speak to us regarding your delivery, please contact the team on 01925 918978.

- Delivery charges will apply to certain post codes, and if part pallets are ordered. The system will calculate the charge at the checkout after entering your post code.
- The cut off each day for orders is 1pm. Orders placed after this time will be sent out the following day.
- Deliveries take 2 working days. This may be extended by up to 2 more days if the delivery is to a remote part of the country. Banks Holidays and Weekends are not included.
- Estimated delivery time is usually in between 08:00 - 18:00 hours, Monday- Friday. You will be sent a text message from the courier company with a 2-hour ETA window on the day of delivery.
- Deliveries will be made to the kerbside or the bottom of the driveway, using a tail lift vehicle. Delivery requires level, hard standing ground for the offload, as the driver will manually pull the pallet/crate on to the kerb from the road. Please make us aware of any potential obstructions/ access issues before delivery as this may incur a re-delivery charge at £20 per pallet.
- We recommend you do not book any trades people, tool hire etc until you are in receipt of your goods. Sandstone Supplies UK accept no liability for any incurred costs as a result of a delayed delivery.
- To upgrade your delivery to Next Day, Timed, Specified AM or PM Delivery, please contact a member of the team on 01925 918978.

Cancellations:

Cancellations of orders will be accepted however please refer to the below for terms and conditions:

- For Italian Porcelain and Sandstone orders where we have taken a deposit, cancellations will result in the loss of the deposit taken.
- If orders have been picked, cancellations may result in a re-stocking fee which is applicable per pallet.
- If orders are already out for delivery, cancellations will be subject to delivery and return delivery costs, and restocking fees.

Returns

If you change your mind on receipt of your order, we are happy to accept a return of the goods provided that the condition is as sold and that the material is ideally in its original packaging. We are unable to accept returns of excess stock, leftovers or if the pallets/ crates have been unpacked.

Should you wish to return an item to us, you must notify us in writing within 14 days of receipt of the goods.

A refund would then be raised on receipt and inspection of the goods returned. All refunds will be subject to the deduction of original delivery, return delivery costs, and restocking fees.

Breakages

We must be informed of any breakages (exceeding 10% of your order) within 14 working days of the material being delivered.

All reports of damage / faults or breakages must be supported with photographic evidence. We treat each report of damages separately at our discretion. Please allow a tolerance for a small number of breakages to occur in transit. In some cases, we may credit for breakages which occur in transit.