

*Thank you for your enquiry. For your information please find to follow a time plan of supply and our terms and conditions.*

## LUXSTONE GUIDE AND TERMS & CONDITIONS

Updated November 2016

### **QUOTATION**

Following discussion with the client, Luxstone will provide a quotation for the cost of work to be carried out by Luxstone. This will include materials, lettering / carving, fixing, delivery costs and additional fees where necessary, plus VAT where applicable.

### **DRAWING**

Luxstone will provide a drawing which requires the client's signed approval before any work commences. We understand the client may want to make changes to the original drawing, Luxstone will make amendments to the original copy, making the second proof free of charge. Please note any subsequent changes will carry a charge of £35.00 per proof. The client needs to carefully check all dimensions, stone type and wording before approval as these details will be used for production.

### **CLIENT APPROVAL / ORDER TO CARRY OUT WORK**

When we have received a signed proof and written / email acceptance of our quotation, we will proceed with your order as follows. By accepting our quotation you also accept our terms & conditions.

### **ORDER RECEIVED**

Please be advised the time scales for approvals and delivery are estimated. For memorials to be fixed in a Churchyard or Cemetery, permission is required. The Church or Parish Council require forms to be completed, details and/or a signature from the client may be required in which case we will ask you to sign the form first. We then send the form on your behalf to the Church or Parish Council, with a copy of the approved drawing and payment for Church fees, different for each area (as shown in the quotation). We require a deposit for this process to be started, so when approval is returned to us from the Church / Parish Council we will order the stone.

### **STONE ORDER**

Delivery to Luxstone depends on the type of stone required. We do hold some standard sizes in stock, however, for special orders delivery is as follows. Granite usually takes around 16 - 20 weeks for delivery although occasionally it can take longer. York or Portland Stone have shorter delivery times, usually 8-10 weeks, as with Slate delivered direct from the quarry. We will be able to advise an estimated delivery date at the time of order.

### **CARVING AND LETTERING**

Once the stone has been delivered to us and all the paperwork is complete, lettering and carving can be started.

### **FIXING**

When we have completed the stone we will arrange fixing. Some Churches and Parish Councils require notice before a stone is fixed, Luxstone will make these arrangements.

### **FINAL INVOICE and PAYMENT TERMS**

When the work is complete we will issue our Final Invoice. The price is as set out in our quotation and payment terms as specified on our invoice(s). Deposit payment must be made before any work is carried out. Final Invoice payment is due within 30 days of issue.

Luxstone is BRAMM Registered (British Register of Accredited Memorial Masons) and we supply a **CERTIFICATE OF COMPLIANCE** with every new Memorial. We will send this with the final invoice.