

# MAISON (A European Design)

## Terms & Conditions of Sale.

**ORDERING PAVERS:** Maison hold no responsibility for clients own measurements. Any measurements given by Maison staff should be verified by your landscaper. Always allow extra for breakages and cutting (Refer to 'Breakages & Handling Of Product ' clause.) Excess stock ordered is non-refundable. Please ensure that all details on your invoice are correct. If there are any discrepancies, please contact the Maison office immediately. Any errors will be at the clients' expense.

**PAYMENT TERMS:** A minimum deposit of 30% is required at the time of placing your order. **Full payment** is required 5 working days prior to delivery. Payment can be made by Mastercard, Visa, EFTPOS, Direct Debit or Cheque. Any orders held for over 1 month, must be paid in FULL. Any custom made pieces or special orders may attract a higher rate of deposit. Any expenses, costs or disbursements incurred by Maison in recovering any outstanding monies, including debt collection agency fees and solicitors costs shall be paid by the client.

**CANCELLATION OF ORDERS:** Notification of cancellation must be received at least 2 days prior to delivery. If delivery has commenced, a fee will be charged to cover the cost of cancellation. Maison will retain any deposit made as an in store credit. No refunds will be given.

**DELIVERY CHARGES & TERMS:** Delivery from production is \$35 per pallet with a minimum charge of \$120 for Metropolitan Adelaide. Please contact Maison for charges to other areas. Please advise at least 7 working days prior to the required delivery date. Deliveries occur Monday to Friday. Please advise of any special instructions at this time of booking in your delivery. Where access is achievable, every effort will be made to position the pallets as directed, however, in some circumstances, a kerbside delivery is unavoidable.

**ADDITIONAL FRIEGHT CHARGES:** Extra charges can be incurred for any reason that extends the normal delivery time required. This charge is at the discretion of the freight company.

**PALLETS:** These are supplied as non-return, but can be dropped off at MAISON, Kent Town.

**BREAKAGES & HANDLING OF PRODUCT:** In order to ensure enough pavers have been ordered, please allow up to 10% extra for wastage, such as cuts and breakages. Pavers should be handled with care, as corners can chip and they may break or develop hairline cracks if dropped. Maison recommends seeking professional advice regarding quantities required and laying procedure. Maison is not affiliated with any landscaping company, but can suggest suitable professionals for your project.

**STORAGE:** It must be noted that the packaged product is not designed for extended storage and should be laid as soon as possible following delivery. The product should remain packed until installation and be protected until this time. Removal of coping & pavers from pallets should be done carefully to avoid chipping. Do not lean coping on its bullnose edge. Pavers should not be stacked to avoid marking. If unavoidable, stack back to back, face to face and use protective material to safeguard the edges and corners. DO NOT STACK PALLETS.

**LAYING:** Maison recommends that the laying be carried out by an experienced professional. Maison takes no responsibility for the laying of pavers. A paving guide is available on our website: <http://maisondesign.com.au/paver-laying-instructions/>

### **PAVER MAINTENANCE:**

®**SEALING:** Sealing pavers is optional. As the pavers age they will develop a patina, which is a natural characteristic of the Maison Paver range and is part of their charm. Pavers will get dirtier over time, however if they are sealed, you will find them easier to clean. Maison sells a quality penetrating sealant that does not alter the appearance of the paver and can last for up to 5 years. Contact the Maison office for more information.

®**GENERAL CLEANING:** Using a high pressure gurney will remove the majority of ingrained dirt and re-vitalise your pavers. If necessary a diluted mixture of household bleach and water can be used, starting at a 10:1 ratio and increasing if required. Maison carries a professional cleaning agent that is chlorinated detergent based and contains an oxidising agent that breaks down organic stains. However, if the pavers are stained due to sap, animals or oil and normal cleaning methods fail, we recommend professional cleaning. Contact the Maison office for details.

**EFFLORESCENCE:** All paving materials contain salts, magnesium and calcium which can cause staining. Some sub grade and base course materials also contain a high proportion of salts. Staining can be caused by the migration of salts by capillary action to the paving surface. The risk of efflorescence or salt damage can be minimized with appropriate drainage provisions and following recommended bedding specifications. The effects of efflorescence are more prominent on coloured pavers due to the darker pigmentation. Efflorescence is a naturally occurring event and is not considered a manufacturing fault.

**ACCEPTABLE DEVIATION IN PRODUCT:** Maison sandstone products are made from naturally occurring materials and are hand- made, therefore a variation in colour or surface finish, may be present from time to time. It is the responsibility of the user to inspect the product before installation. Minor marks and small chipping have no effect on the structural integrity of the product and therefore are not considered a manufacturing defect. Any pavers with an excess variation of +/- 3mm may be subject to a warranty claim in accordance with the following paragraph.

**WARRANTY:** All Maison products are warranted for 12 months against faulty materials and workmanship, provided that all warranty claims are advised in writing. Maison's liability for any claim is limited to the replacement of any defective product only and does not include removal or reinstallation costs. Any damage to product after delivery & before installation is not liable by Maison.

**CREDITS & REFUNDS:** No credits or refunds will be issued upon "change of mind". Maison will gladly offer a credit or exchange for any product deemed faulty by us. Excess stock ordered, sale and seconds items are not refundable.