



CONDITION

Payment terms

For private customers, 10 days payment terms apply, for business customers or retailers 30 days payment terms after invoice date. Customer orders where advanced payment applies, payment must be made before delivery. If payment is not made in time, Borghamns Stenförädling reserves the right to revise orders according to new conditions.

Terms and Conditions of Sale

If no remarks are done by the customer after receiving order confirmation, the order is considered as approved. All changes made by the customer after an approved order confirmation gives Borghamns Stenförädling the right for extra charges as well as any extended delivery time.

Order cancellation

Cancellations of orders that have not yet been delivered may only take place after written approval from Borghamns Stenförädling. In the event of approval of cancellation, Borghamns Stenförädling has the right to charge customer for costs and compensation for Borghamns Stenförädling's loss due to the cancellation. All material belongs to Borghamns Stenförädling until full payment has been made.

Delivery time

The delivery week stated on the order confirmation or quotation is an estimated delivery time. The delivery time should be acknowledged as a guideline since everything that is produced at Borghamn Stenförädling is a craft. Any appointments with own craftsmen should therefore be planned regarding the fact that the delivery may be delayed.

Exact measurements of countertops and window sills needs to be sent to us no later than four working weeks before the estimated delivery time. If measurements are delayed from the customer, the delivery is postponed to the best available time in production.

Deliveries

On receipt of the goods, an acceptance check must be carried out to ensure that the packaging or goods have not been damaged during the transportation. If damage has occurred, a note must be made on the consignment note and signed by the driver. Complaint must be made to the transport company by the customer.

We reserve the right to charge additional logistics costs caused by the customer not providing complete information on the conditions for delivery and unloading. Remark on delivered material that is not made within 10 days from the time of delivery and/or after machining/assembly will not be accepted.

Natural stone variations

Smaller stone samples only show the approximate structure and color of the materials, thus cannot be guaranteed for full consistency in larger areas, the variations of natural stone must be considered.

In manufacturing

Borghamns Stenförädling does not accept templates that can be changed in the event of wet conditions.

Templates should be complete with information such as exact measurements, visible edges, name, and order number.

DWG files are desirable.

Aftercare

Care instructions and installation instructions can be downloaded from our [website](#).

Grounds for exemption (force majeure)

The following circumstances constitute grounds for exemption, and they have the effect of preventing or rendering the performance of the contract unreasonable strikes, new laws prohibiting the fulfilment of the agreement, war, riots, fire, natural disasters and explosions.

Terms and Conditions for Personal Data – GDPR.

Terms and conditions for personal data can be found on our [website](#).