

Terms & Conditions

- **Please ensure invoice information is correct.** As Concrete Collaborative Tiles, Pavers, Benchtop Slabs and Overlay & Benchtop Pre-Mix are made-to-order, cancellations will require full payment with standard storage charges applicable until paid.
- Ordering of specialty aggregates, manufacture and preparation of production documentation will commence upon receipt of 50% deposit. Payment of deposit acknowledges and accepts these terms and conditions.
- Balance of full payment prior to delivery, or 14 days from availability date, whichever is the sooner
- Title of goods does not pass to the purchaser until payment in full has been received.
- Lead times are estimated and are subject to change.
- Concrete Collaborative Tiles and Benchtop Slabs are to be installed and finished in accordance with the Installation Recommendations per our Product Data Sheets for your specific product on our website: concrete-collaborative.com.au, or which are available on request.
- Concrete is moisture sensitive, Benchtop Slabs need to be braced at all times and may require straightening by re-wetting prior to fabrication. Must be stored indoors.
- Similarly, concrete products from hueSTONE or Sadlerstone are now offered and produced to Concrete Collaborative specifications and guidelines. Unless specified, this order is for current standard coloured product
- Polished Concrete Overlays are a beautiful and durable concrete product that may display concrete's natural characteristics. Although a fully-bonded system, overlays are not structural and may reflect structural movement. Minor hairline cracking, small areas of unexposed aggregate and subtle tonal variations may occur. Pre-mix bag sales assume the installer is fully conversant with installation, curing and finishing specifications
- Concrete products are a manufactured "natural stone" that is subject to pitting, edge fraying and variations in tone and shade, and aggregate distribution, from run to run and within each production run. Placement of your deposit for the product assumes that these and further natural stone product characteristics described in published data are understood and accepted by the purchaser.
- Upon delivery of your order, please inspect your products carefully as we will not be responsible for material that has been cut or installed
- All claims must be made within 7 days of receipt of the goods and are subject to the laws of the State of Victoria, Australia.
- Concrete Collaborative will replace material that does not conform to our published standards. This does not apply to material that has been cut or installed.
- Material replacement is the full extent of liability
- A wear-warranty is available on request