

### **Resindrives.co.uk Ltd Conditions of Sale**

1. We will only have a contract with you when you sign a Purchase Contract which we accept after a survey and a costing has been carried out.
2. We have clearly written all products, services & special terms of this agreement on the front page of the Purchase Contract, so we both know what is included.
3. The total price of the products & services (including any discounts) is set out overleaf on the Purchase Contract and any written Order Variation form.
4. Before we install the products our Technical Surveyor will survey the site.
5. The purpose of the survey is to confirm the design, size, colour & materials required to complete the works scheduled in the contract.
6. We will contact you after the survey if we deem the schedule of works needs revision.
7. If within 21 days we cannot reach an agreement in relation to changes to the terms of the contract (signatures on Order Form), we can reserve the right to cancel the contract.
8. If you/we want to make any changes to the terms of the contract (including price) after signature, we will agree the changes with you and set them out on an Order Variation Form, which will be signed by you and us.
9. If we cancel the contract, we will refund any money you have paid.
10. If you agree to pay for the products by cash, cheque, credit card, debit card or bank transfer during our visit to your home, you have 14 days to cancel your contract. If you cancel your contract in line with the procedures outlined, we will refund any money you have paid us.
11. A resin bound surface, when newly laid, will have a surplus layer of resin on the uppermost surface. This is a by-product of the mixing process and is not integral to the overall structure of the surface. Over time this layer will recede leaving the natural stone beneath to 'weather'. Changes in colour as a result of the natural weathering process are a normal part of the products life cycle and do not constitute faults or defects in either the materials or installation.
12. Non-UVR resin will naturally darken as it goes through its weathering process. This can appear as a honey coloured tint until the surface resin has receded and the natural aggregate is exposed.
13. UVR resin tends to remain more uniform in appearance than non-UVR resin as it goes through its weathering process.

### **Guarantee**

Resindrives.co.uk - our Resin Bound aggregate surface is fully guaranteed for 10 years, for workmanship and materials. It is essential that the maintenance advice and aftercare instructions are followed. If the resin system should lose adhesion from the base to which it is applied within 10 years, Resindrives.co.uk will furnish sufficient labour and materials to carry out necessary repair work only, totally free of charge.

In the early life of your resin drive, in certain weather conditions the surface may not be as tactile in certain footwear. Resindrives.co.uk cannot be held responsible for an accidental trip, slip or fall.

It should be noted that the appearance over time will naturally weather to a dull finish. This change is to be expected & is due to it being a natural product. Please follow the instructions on your aftercare sheet to maintain your driveway at its optimum. Resin bound surfacing is hand finished with a steel float & some variation in finished levels is to be expected. Level variation may be accentuated in certain natural & artificial lighting conditions such as sunrise, sunset or when lighting is set into the surface. We endeavour to provide a seamless finish to the surface but this is not always possible & in such circumstances a joining or expansion strip may be necessary

### **Quality Control**

As part of our commitment to the services we offer you, you may receive a visit from one of our Site Supervisors during installation. This is part of our service to ensure Quality Control.

### **Conditions of Guarantee**

1. Care must be taken after initial laying for up to 2-6 hours dependant on weather conditions to ensure time for curing and making sure roaming animals or people etc. are prevented from walking on the surface.
2. Does not cover damage caused by forceful impact.
3. Does not cover damage caused by shrinkage; tree roots and deformation of any underlying structural layers not installed by ourselves.
4. The company shall not be liable in respect of mineralogical variations in the naturally sourced aggregates, in respect of minor natural colour variations which may have an effect on the overall appearance.
5. UVR Resin can take longer to cure in cold temperatures, therefore driving over the surface should be delayed for 72 hours after completion.

### **Customer Charter**

The Customer Charter sets out the minimum standards you can expect from all the staff involved in our business. Our Customers are the centre of our business and we will do our best to always deal with you honestly, reasonably and with respect.

1. We will **ALWAYS** carefully consider all enquiries from our customers with total confidentiality, we do our best to deal with them in a reasonable manner and within a reasonable timescale.
2. Our staff will **ALWAYS** identify themselves first.
3. We will carefully consider customer requests and give priority to the most urgent.
4. Our staff will offer advice clearly and simply.
5. If we have agreed dates of visits, we will do all we can to make sure we adhere to them.
6. If you write to us, we will acknowledge your correspondence.
7. If we need to take action to rectify an issue, we will do our best to take action within 14 days of receiving information about the issue.
8. We will do our best to return all phone calls within 24 hours where possible.
9. We will do our best to deal with all complaints we receive from our Customers as quickly as possible and in line with our procedure for handling complaints. You will get a copy of this by calling our office on 01484 690280, you can also email us at [info@resindrives.co.uk](mailto:info@resindrives.co.uk)
10. We will handle and deal with all of our customers in line with all relevant laws.
11. We monitor our complaints using quality management systems and we review them regularly.
12. If we fall short of the standards set out in this charter, we will apologise. This charter has been approved by our board of directors and is signed below to show this.

RESINDRIVES.CO.UK - COMMITTED TO OUR CUSTOMERS.

Resindrives.co.uk are a trading style of Resindrives.co.uk Ltd