

# Pristine Memorials Terms and Conditions

## ***Price and Payment:***

Pristine Memorials Ltd will provide all Clients with a written quotation, which will include sufficient detail of the completion of the works. If any clarification is required, please contact us so that we can provide it. Extra works can be provided subject to a written confirmation including the cost.

A 'contract' with Pristine Memorials Ltd is an agreement by the Client to have work undertaken based on a written Order form following an initial quotation on official Pristine Memorial Ltd letterhead or email. It is a clear and straightforward undertaking between the two parties to form a contract.

Once an order form has been accepted (either verbally or in writing) and the client has paid their 50% deposit, the order will be submitted to the supplier, then a contract has been entered into and these terms will come into effect.

Quotes are valid for two months from the date stated on the quotation form and are subject to adjustment in the event of any general increase such as cost of materials; where possible we will always endeavor to inform the Client of any expected increases from our suppliers.

Once the Client has entered into a contract with Pristine Memorials Ltd, by paying their 50% deposit, they have a 14 day cooling off period should they wish to cancel the contract - the Client can cancel their contract within 14 days by email or signed letter. The Client will be liable for any services, materials or labour costs that may have been paid for by Pristine Memorials Ltd during this 14 day period.

An order cannot be placed without first receiving the 50% non-refundable deposit, the remaining balance is to be paid upon completion of the memorial prior to fixing takes place, as this allows us to check the Client is happy and the memorial received is as expected. Please rest assured that in the unlikely event that Pristine Memorials Ltd has to cancel the order, the deposit will be refunded.

## ***Commencement of Works:***

Pristine Memorials Ltd is a Memorial distributor, not a Stone Masonry, we accept no liability for the manufacturing or erection of the Memorial, however in the unlikely event that there is a problem we will try our best to rectify any problems or concerns you may have.

It is the Clients responsibility to ensure that the Memorial Site is ready for placement of the Memorial; please remove all personal items from the place of rest at your earliest convenience to avoid any potential damage during the fixing, we strongly advise to check with the site that where relevant the ground has settled and is ready for placement as failure to do so could result in subsidence.

Pristine Memorials Ltd reserves the right to take images of the Memorial for our portfolio of work, on our website and on various social media websites for marketing and information purposes.

## ***Insurance and Guarantees:***

Public Liability - Pristine Memorials Ltd has Public Liability Insurance, A copy of this is available if you would like further information.

Neither Party shall be liable for any failure or delay in performing their obligations where such failure or delay results from any cause beyond the reasonable control of that party, such as but not limited to: power failure, Internet Service provider failure, industrial action, fire, flood, storms, pandemics, governmental action or any other event beyond control of the party in question.

All Clients information is retained in accordance with the Data Protection Act 1988 and all personal and other details will remain confidential.

Guarantees on materials run in accordance with manufacturers warranty periods where applicable.

No responsibility is taken by Pristine Memorials Ltd or related companies for the presence of perished or rotten materials in existing structures, whether detected or undetected at the time of contract.

We will endeavor to employ a helpful and compassionate attitude at all times and will always attempt to bring the works to a satisfactory conclusion as soon as possible, taking into account weather conditions, availability of specialist materials and unforeseen circumstances etc.

Any faulty workmanship or materials must be reported to Pristine Memorials Ltd as soon as possible; we must be given the opportunity to inspect, and if necessary request an expert report.

Any dispute, controversy, proceedings or claim between the parties relating to the Terms and Conditions or to the Contract (including any non-contractual matters and obligations arising therefrom or associated therewith) shall fall within the jurisdiction of the courts of England and Wales.

***Our Company Pristine Memorials Ltd, was incorporated on the 24th April 2023 but did not begin trading until 2025. Registered company in England and Wales, Company Number - 14824565.***