

Terms and Conditions

Surface Texture and Colour Variation.

The manufacturing of concrete products involves a complex casting process when liquid concrete becomes a solid form. During this process Lowinfo aim to control and monitor all of stages but due to the nature of the procedure and concrete as a material variable outcomes will occur in colour and surface texture. These idiosyncrasies are an integral part of the character of concrete and are considered to be part of the appeal and not as flaws

Typical characteristics of concrete products may include; Bug or blow holes, non-structural hairlines and patina. Small knock outs may occur along the edges of some products, although this is a typical characteristic of concrete these may be filled if required.

In multiple casts (i.e. worktop sections) colour variation may occur, surface details will differ as will the character of each component.

Due to the nature of concrete, movement and shrinkage may occur during the casting process altering the shape the product. If fitting is part of the order placed Lowinfo will endeavour to equalise any shape differences.

Samples

Samples are available free of charge. Samples are an example only of mix design colours and texture and are provided as guidance only. Differences in tone will occur.

Cut outs

Specific details and cut out sizes for orders placed must be provided by the client/contractors in order for production to run within lead times given.

Delivery and Access

If delivery is part of the order made, delivery of product/s to a location or site requires appropriate and safe access to transfer product/s from vehicle to place of installation. Contractors/clients are to supply an appropriate amount of manpower in order to unload goods safely and, if part of the order, to lift and place items. The amount of manpower required will depend on the specific product.

Lowinfo reserves the right to refuse delivery to a location or site if access is deemed unsafe.

Products will be replaced in the unusual event of being damaged in transit. The lead time of the replacement will require not less than the manufacturing time given for the original order.

Lowinfo will strive to meet delivery dates given, please note these dates are not given as a guarantee or part of the contract agreed.

Fitting

If fitting is part of the order made, it does not include electrical, gas, plumbing or jointing works. Lowinfo recommend the use of coloured silicones/grouts or epoxy grouts depending on clients specifications. When fitting wastes, allow silicon to seal and the retaining nut must be bought up to the underside of the basin. This nut must not be over tightened as this may damage the product. A tolerance of ± 5 mm is possible on all measurements taken due to the nature of concrete.

Sealing

Lowinfo products are made from a specialist concrete mix increasing strength, flexibility and stain resistance. Sealers are applied to help prevent staining, the use of sealers is not a guarantee that surfaces will not stain (i.e. penetration of liquids) or etch (i.e. the use of sharp implements directly onto the surface). Sealers will not protect against any acidic substances. To maintain the surface quality of Lowinfo recommend regular waxing of all concrete surfaces. Regular waxing is recommended on concrete products to maintain a good sealed surface.

Weight.

Lowinfo manufacture the majority of concrete products using a cast veneer system. This greatly reduces the weight and increases the strength of the product. Due to this system there is no need to strengthen/reinforce a traditional kitchen carcass to support worktops. However all bespoke work is judged independently and produced accordingly; contact Lowinfo for further details.

Product Aftercare.

Lowinfo recommend that their products are waxed regularly to maintain a protective barrier against spills and stains. Spread wax evenly on the concrete surface, after a few minutes use a woollen cloth to polish the surface using a buffing action.

Concrete sinks will wear and patina in time similarly to natural stone. Very strong sealers can be applied to prevent water penetration.

Production Time

A start date and estimated production time for product/s ordered will be confirmed once a deposit has been received. Production times are given as an estimate only due to the bespoke nature of our products.

Lowinfo do not accept any liability for delays caused by the manufacture of products ordered, including penalties, costs or losses.

Payment Terms.

Products priced £1000 or below - 100% of the total cost is required on any product/s ordered.

Products priced £1000 - £10,000 - A 50% cleared deposit of the total cost is required on any product/s ordered. The remaining cleared 50% of the total payment is required after production is complete and before delivery is made.

Payments over £10,000 - Increments of 25% of the total cost are to be made. The final payment is due after production is complete and before delivery is made.

Once production has commenced Lowinfo reserve the right to charge an additional fee if alterations to products are required.

Site costs are invoiced separately and are due within 7 days after on site completion.

Storage Rates

If payment for products is not received within time scales stated within Lowinfo terms and conditions, storage rates of £20 per day will be added to the cost of product/s manufactured. Products will be stored for a period of 30 days from production completion date. After that period of time Lowinfo reserve the right to dispose of product/s as deemed appropriate.