

## Terms & Conditions – A Grade Stone (SONA Endeavor Pty Ltd)

Effective Date: August 2025

Registered Company: SONA ENDEAVOR PTY LTD

Trading As: A Grade Stone

ABN: 80 658 916 155

Business Address: 23–27 Rodeo Drive, Dandenong South, VIC 3175

Email: [info@agradestone.com.au](mailto:info@agradestone.com.au)

Phone: 03 8753 5546

Website: [www.agradestone.com.au](http://www.agradestone.com.au)

### 1. Agreement Overview

These Terms and Conditions govern all sales, orders, and services provided by A Grade Stone, a Melbourne-based natural stone supplier trading under SONA Endeavor Pty Ltd. By purchasing from us or using our website, you agree to these terms. We reserve the right to amend them at any time.

### 2. Product Disclosure – Natural Stone Variations

A Grade Stone supplies natural stone slabs, tiles, porcelain, and stone accessories. As a product of nature, each slab is unique.

- Variations in colour, pattern, veining, and thickness are expected and not considered faults.
- Product photos and videos are for reference only. Actual product appearance may differ.
- Clients are encouraged to inspect stone in person at our Dandenong South warehouse or request a detailed photo/video inspection report.

No claims will be accepted for natural variation or aesthetic differences after fabrication or installation.

### 3. Orders, Customisation & Lead Times

- Orders for custom-cut, fabricated, or imported materials are non-refundable.
- Full payment or deposit is required to reserve or order stone.
- Lead times are estimates and may be affected by supplier delays, freight issues, or customs clearance.
- A Grade Stone is not responsible for delays caused by third-party freight or international logistics.

### 4. Pricing & Payments

- Prices are listed in Australian Dollars (AUD) and may include or exclude GST.
- Accepted payment methods: bank transfer, EFTPOS, Visa, Mastercard.
- No fabrication, delivery, or release of material will occur until full payment is received.
- Prices are subject to change without notice due to supply, freight, and material cost changes.

### 5. Delivery & Collection

- We offer delivery across Melbourne metro and regional Victoria using third-party logistics.
- Delivery fees are calculated based on weight, quantity, and location.
- A Grade Stone is not liable for delays or damages during third-party transport.
- Materials must be inspected upon delivery or pick-up. No claims will be accepted after the material has left our premises.

## 6. Returns, Refunds & Cancellations

In compliance with the Australian Consumer Law, A Grade Stone offers:

- No refunds for change-of-mind purchases on custom, cut, or fabricated stone.
- Standard stock items may be returned within 7 days, subject to:
  - A 20% restocking fee
  - Original condition (unopened, undamaged)
  - Customer covering return freight
- No refunds once the product has been cut, altered, or installed.

Claims for manufacturing faults or defects must be made within 48 hours of delivery or pick-up.

## 7. Warranty & Fault Claims

- Claims must be submitted in writing within 48 hours of material receipt.
- Include photos and a description of the issue.
- Natural characteristics such as fissures, tone shifts, or crystallisation are not considered defects.
- Claims made after fabrication, modification, or installation will not be accepted.

## 8. Installation & Liability

A Grade Stone does not provide installation. Responsibility for correct measurements, cutting, and installation rests with the client or their licensed contractor.

We are not responsible for:

- Installation errors
- Damage during transport by third parties
- Incorrect measurements or fabrication instructions provided by the customer

## 9. Intellectual Property

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## 10. Limitation of Liability

To the maximum extent permitted by law, A Grade Stone is not liable for:

- Indirect or consequential loss
- Business interruption or profit loss
- Damages due to third-party handling, installation, or logistics

Our liability is limited to the value of the goods purchased.

## 11. Governing Law

These Terms & Conditions are governed by the laws of Victoria, Australia. Any disputes will be handled by the courts of Victoria.

## 12. Contact Us

For support, claims, or questions, contact:

A Grade Stone (Registered as SONA ENDEAVOR PTY LTD)

23–27 Rodeo Drive, Dandenong South, VIC 3175

03 8753 5546

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