

General terms of sale of natural stone products made by Murkam.

1. The sale of the goods is confirmed in each case by issuing a commercial invoice or a receipt (on customer's request) as well as stock releasing document.
2. Order of goods by the customer is accepted only in writing (letter, fax or e-mail), addressed to Murkam.
3. Acknowledgment of the order for execution, received by Murkam from the Customer, obliges the Customer for collection and payment for the goods, within a term of payment agreed by both parties.
4. Murkam may demand a downpayment from the Customer, as condition to be fulfilled before accepting an order for execution.
5. The amount, term of payment and its form is agreed between the customer and Murkam individually.
6. Murkam reserves the right to retain the down payment and financial claims from the Customer in case of goods uncollected goods on time.
7. The customer will bear all additional costs, including recovery expense, endured by Murkam in an event of late payment for purchased goods.
8. Murkam reserves the right to charge statutory interest on each day, after the due date for invoice issued to the customer.
9. The customer covers collection and transport costs - with his own means of transport.
10. Murkam undertakes to load, at its own expense, goods purchased by Customer, on Customers' means of transport (goods unpackaged).
11. The responsibility for the goods, from the purchase by the customer until it is loading on the means of transport, bears on Murkam.
12. Responsibility for the goods, after the purchase by the customer, from the moment of loading it on customers' transport means and during the transport, shall be fully beared by the Customer.
13. The security of goods on the means of transport and during the transport shall be beared fully by the Customer, or by the person he indicates, under his/her full responsibility.
14. Murkam is not responsible for any damage or destruction of goods during its transportation.
15. Any complaints about purchased goods will be accepted within a maximum of 21 days from the date of purchase.
16. The complaint will be accepted by Murkam after the written request made by the Customer to the Murkam office (letter, fax, e-mail).
17. Murkam reserves the right to refuse acceptance of a complaint issued by the Customer in the event that a complaint relates to an elements produced individually under the customers' request or components assembled from the material delivered by Murkam - when the nature of the complaint relates to a defect arisen during assembly or processing not performed by Murkam.
18. Murkam reserves the right to refuse a claim for natural stone properties such as color, pattern, structure or texture when the material was previously accepted or personally selected by the Customer.
19. Murkam will process the complaint within 30 days of its issueing.
20. The stone sample presented by Murkam to the Customer is just a small pieces/unrepeatable section from a part of the naturally formed material and can only show the nature of the stone in question. Any differences in color and texture between the Murkam customer presented with the offered stone in commercial quantities are a natural feature of natural stones and can not be the basis for a possible complaint from the customer.
21. For patterned, exotic, etc. materials, fillings, resin, filler and reinforcement materials should be considered as normal.
22. Elements of natural stone granite, marble, quartz and conglomerate such as kitchen countertops, walls and other, window sills, stairway linings and all others require impregnation with appropriate application. LONG-TERM EXTENSIONS OF FOOD OR CHEMICAL ARTICLES, like: lemon, wine, fat, wax, chemicals may leave stains on the stone.
23. Any possible disputes will be settled in the proper place for the headquarters of Murkam, the common court.