

Terms And Conditions

Whilst CCC Polished Concrete endeavors to liaise with the builder and concreter, in order to optimise the chance of the best possible results, we take no responsibility for the following:

- Aggregate exposure achieved, for example, in order to remove any footprints or screed bar marks left by the concreter, additional grinding may be required and will be charged accordingly.
- Flaws that develop in the slab over time due to inconsistent concrete mix, rising damp, cracking, staining of the slab etc.
- Concrete is a naturally porous product and can be subject to staining. This is not treated as a defect of the product. Should the slab need to be upgraded additional costs may apply.
- If pouring new concrete, use 32MPA.

We can supply clear guidelines to obtain optimum results. Refer to our Website for further details.

1. If further grinding, repair or any other works are required at the request of the Client, CCC Polished Concrete will quote this as a variation to the original quote and additional work will commence upon signing by the Client. Examples are: additional leveling, removal of bumps and hand leveling to window areas.
2. CCC only removes up to 5mm in its grinding process, anything over this will be charged accordingly. Unless specifically stated on the Quotation CCC Polished Concrete makes no claim to correct floor levels or "fall".
3. The first stage of grinding (precut and seal) where applicable will occur 5 - 9 days after the slab is poured. This must be completed before any other construction work commences on the slab.
4. For a Light Random or Random Exposure the client must be present on site for the initial grind to instruct CCC Polished Concrete on the acceptable level of exposure for aggregates and fines.
5. CCC Polished Concrete is not responsible for damage by any other trades or outside influences. Repair for such will be treated and quoted as a variation to the original quote. The floor between 1st and 2nd stages is susceptible to staining - care needs to be taken to avoid food scraps or oils from timber products such as Masonite or Merbau seeping through.
6. Should you decide to cover the floor it is imperative that Plastic is not used at any stage to cover the concrete. Plastic sheets will cause the concrete to sweat and will damage the floor. Refer to website for more information.
7. Layers of carpet can be placed as doormats outside an open cut slab, not on the slab, as dye from the carpet may penetrate the slab if wet.
8. Doorway openings must be a minimum 720mm wide to allow for grinder access.
9. When working in the vicinity of plaster walls, doors and joinery, window frames, cabinetry and fixed appliances, we endeavour to be as careful as possible but take no responsibility for any unforeseen damage.
10. To enable CCC Polished Concrete staff to get as close to walls as possible with grinding equipment and materials, it is the clients responsibility to arrange for skirting boards to be removed or for skirts, walls and other non-removable objects to be masked. All care is taken to ensure existing materials are not damaged, either through machinery or materials or any delamination of paint from surfaces when masking is removed.
11. CCC Polished Concrete will return (at an agreed stage in construction) to complete the second stage. This is usually at plaster stage prior to skirting boards (with the exception of P50 in plaster for skirting) and joinery being fitted. All concrete floor surfaces are to be in the same condition as when CCC left from the first grinding stage. The floor must be swept and free from all building debris.
12. CCC Polished Concrete is to be provided with clear vehicle and generator access to the site with a stable base of crushed rock (if required) during the wetter months.
13. Disposal of bagged grinding dust, unless otherwise arranged is the responsibility of the Client.

14. With sealed floors as to the nature of concrete and the inconsistencies of slabs some topical sealers/commercial high strength sealers can adhere differently. The concrete could still be off-gassing and this may result in roller marks and bubbles being visible in the end product. These are not to be considered defects in workmanship.
15. CCC Polished Concrete staff wear protective clothing to assist and minimize airborne particles like dust and hair etc from falling into the floor finish. Although we take all necessary precautions the works do not take place in a "clean room" environment and it is possible that foreign objects may settle in the floor and create irregularities, pimples and bubbles etc which is considered normal for a sealed floor.
16. Some swirl marks may be evident in the finished result if choosing a Light Random/Minimal grind exposure with a Matt/Satin gloss finish. This is not to be treated as a defect of the product. Each step in our procedure is removing the previous scratches made by the diamond segments and resins. If choosing this exposure and using a standard concrete mix some swirls may be visible and also if using a Standard 32mpa concrete mix instead of a specialized decorative polishing mix.
17. Back to base Smoke/Fire Alarms are to be isolated prior to any work being carried out and is the responsibility of the Client.
18. A recommended PH neutral Cleaner and Maintenance Sheet is supplied. CCC Polished Concrete does not take responsibility if these recommendations are not followed, including (but not to exclude any) regular cleaning.
19. Steam Mops are not to be used on Mechanically Polished Concrete or Sealed Floors. Please refer to our maintenance sheets for more information.

CAUTION: Mechanically Polished or Sealed Concrete floors may be slippery, particularly when wet. Please take care as no responsibility is accepted.

Quotation

The quotation will be valid for a period of 6 months or as agreed to by CCC Polished Concrete.

Payment (Due On Completion)

To secure payment of all fees due or fees which may become due, the client hereby charges all of the clients interest in real property both present and future, and the client consents to the firm lodging a caveat or caveats noting its interest hereunder.

Any expenses, costs or disbursements incurred by the Supplier in recovering any outstanding monies including debt collection agency fees and solicitor costs shall be paid by the Customer providing that these fees do not exceed the scale charges as charged by that debt collection agency/solicitor.

A booking fee of 10% is required upon acceptance of Quotation. On some projects - 50% of total on completion of Stage 1 and the balance on completion of Stage 2.

Authority to proceed, (written, verbal or any other way conveyed); automatically constitutes acceptance of the quotation, all relevant documents supplied and of the above terms and conditions.

Address

R Mensa Pty Ltd T/A CCC Polished Concrete ABN 78 092 918 968

18/51-55 Centre Way, Croydon South, VIC 3136

Phone: (03) 9761 5233 **Email:** sales@cccpolishedconcrete.com.au

Payment Method

Bank Transfer

Bank: NAB **Account Name:** CCC Polished Concrete

BSB No.: 083-125 **Account No.:** 554793567

EFTPOS and Credit Card facilities also available.

Name: _____ Phone Number: _____

Signature: _____ Date: _____