



BASILISK ATLAS STONES

COLLECTION ORDER TERMS & CONDITIONS

General information for orders placed for collection from Basilisk Atlas Stones.

1. Collection orders

- Orders placed using the collection option are supplied on a collection basis and do not include delivery charges.
- An order confirmation will be sent by email after the order is placed. Further updates will be provided as the order is processed and prepared.
- We recommend waiting until the order has been confirmed as ready before making travel or collection arrangements.

2. Changing from collection to delivery

- If collection has been selected and delivery is later required, please contact us and we will provide a delivery quotation where delivery is available.
- The customer may choose to accept the delivery quotation or request cancellation in line with our collection-order cancellation policy.
- Delivery will only be arranged once the additional delivery charge and delivery details have been agreed.

3. Cancellations and refunds

- Collection orders may be cancelled within five calendar days of the order date for a full refund, provided materials and labour costs have not already been incurred.
- Once materials have been ordered, allocated, cut, processed or prepared, or work has commenced, cancellation and refund availability may be affected.
- Cancellation requests should include the customer's name and order details so that the order can be located and reviewed.

4. Arranging collection

- Collections are arranged in advance so that goods can be prepared and suitable assistance can be available.
- Please contact us to agree a suitable collection date or collection window before attending.
- Collection dates are subject to confirmation. Where plans change, we ask that customers let us know as soon as reasonably possible so that an alternative can be arranged.

5. Collection by a third-party courier

- Customers may appoint their own courier or transport company to collect an order on their behalf.
- Please allow a minimum of two full days' notice before the intended collection date. This allows time for the order to be prepared and collection arrangements to be made.
- Where possible, please provide the courier name, expected collection date or window and any collection reference that may be required.

- Customers are responsible for booking their chosen courier and for ensuring the courier has the correct collection information.
- Courier charges and any fees charged by a courier appointed directly by the customer are the responsibility of the customer.

6. Collection availability

- Collection arrangements are confirmed directly with Basilisk Atlas Stones and are subject to our opening and availability.
- If a planned collection cannot take place, please contact us and we will arrange another suitable collection date.
- We cannot guarantee immediate collection where a customer or third-party carrier arrives without a prior arrangement, as goods may still require preparation or suitable assistance may not be available.

7. Loading and transport

- Customers collecting in their own vehicle should ensure that the vehicle is suitable for the size and weight of the order.
- Where appropriate and subject to availability, used tyres or similar supports can be provided to help cushion stone items during transport.
- We are happy to provide reasonable assistance with loading. The customer or driver is responsible for ensuring the goods are suitably positioned and secured for onward transport.

8. Keeping in touch

- Please quote the order details when contacting us about a collection.
- Collection enquiries and changes should be made directly with Basilisk Atlas Stones wherever possible.
- Messages received outside opening hours or during temporary closures will be dealt with when we are next available.

Version 1 26/09/2025