

What to expect when you're expecting Concrete

Terms & Conditions | Warranty | Care & Maintenance Guide

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OUR PRODUCT

At Mitchell Bink Concrete Design, we specialise in Glass Fiber Reinforced Concrete (GFRC) with all products being hand made from our workshop in Fyshwick, Canberra.

What is GFRC?

In short, GFRC consists of cement, fine aggregate, acrylic co-polymer, water and glass fibers.

Why GFRC?

GFRC has been used for the past 30 years by decorative concrete artisans who have discovered the benefits of GFRC.

It gives much higher flexural and tensile strengths than normal concrete, this enables us to apply it to a wide range of requests.

GFRC is a lightweight, natural stone material that can be cast into indoor and outdoor tables and furniture, bathroom vanity tops and basin bowls, indoor and outdoor kitchen benchtops, commercial countertops, fireplace surrounds, homewares and much more. As our products are a third of the weight of standard concrete no reinforcement is required to your floors or cabinetry/joinery.

It takes a long time for anyone to be proficient with GFRC. At Mitchell Bink Concrete Design, since 2013 we have been solely focused on GFRC as a custom concrete product for furniture and benchtops and we have a team equipped with the skill set to produce GFRC at the highest standard.

IS GFRC RIGHT FOR YOU?

As GFRC is a natural stone, we understand this type of product is not for everyone as it does require a little extra care, this is why we provide our Terms & Conditions, Care & Maintenance Guide and Warranty as well as encourage all clients to make an appointment to visit our Showroom, view our work and educate them about what they can expect from the product. It is important clients understand just because it is a hard service and hard product that it is not indestructible and whilst concrete is a popular trend and looks incredible, its about whether you can, will and want to take that little bit of extra care to look after it.

There are certainly many advantages to the product such as it being completely custom made for you, that it is locally handmade so you are supporting a local small business and the flexibility and versatility of the product itself such as achieving oversized pieces with no joins and many thickness options just to name a few.

Whilst the product is sealed multiple times before it leaves our workshop, it is scratch and stain resistant to a degree, however it is a natural stone so it is possible for it to scratch or stain. It is possible for your piece to develop scratches, stains and signs of general ware, advice on how to avoid this or minimise this is included in our Care & Maintenance Guide or if you have any questions at all, please just ask.

Our goal is to provide clients with a piece that will look beautiful for many years, not short term, so we want to educate all of our clients on this information, we want to make sure the product is right for them.

Quote

Custom Projects

Quotes by Mitchell Bink Concrete Design are valid for 30 days. Once expired, Mitchell Bink Concrete Design will issue a new Quote which may increase in price from the original Quote provided. Once a Quote has been accepted by a client, this is acknowledged as agreement and acceptance of the Mitchell Bink Concrete Design Terms & Conditions, Care & Maintenance Guide and Warranty. Our Quotes may outline the number of site visits included and time allowed onsite, if these amounts are exceeded and additional site visits or time onsite is required, this may be an additional cost. Where information regarding access (such as (but not limited to) stairs, steps, steep driveway, narrow entrance etc) has not been provided at the time of Quoting, additional costs may apply for difficult access.

Payment

Online Store

Purchases from our Online Store require full payment when placing an order, after 48 hours of placing your order, 50% of this payment is non-refundable.

Custom Projects

Mitchell Bink Concrete Design will issue two invoices. A 50% non-refundable deposit due prior to commencement and a 50% balance invoice due prior to pick up/dispatch/delivery/installation. Full payment is required prior to a project leaving our workshop. A project is only confirmed and booked in once the deposit is received. Where a client has paid in alternate increments as agreed with Mitchell Bink Concrete Design, 50% of the project total is non-refundable and payable.

Alterations

If any revisions or alterations are made to the specifications or design of a project once manufacturing has commenced, the client will be responsible for the material and labour costs to have a piece/s re-made.

Non-completion of a project

Where Mitchell Bink Concrete Design receives an Online Order or is instructed by the client to undertake any work for a custom project and the order/project is cancelled at any stage of production, in addition to a non-refundable 50% deposit payment, the client shall also be liable for further time and material costs associated to the project at the time of cancellation.

Colour & Variation

Mitchell Bink Concrete Design specialises in Glass Fiber Reinforced Concrete (GFRC). Each piece has a unique visual patina, colour variation, pin-holing (surface holes), grout fill and surface variation. These characteristics have no bearing on the structural integrity of the concrete piece. Clients should expect colour, feel, finish, and aesthetic of their final product to look different from photos, other pieces in our showroom and smaller samples. As Concrete is a natural and hand-crafted material, colour and batch variance should be expected. No two products will be exactly the same. Our Colour Samples are to provide an indication of colour only and may differ to a finished product, this is due to different formwork and mouldings, different casting techniques, projects being processed and sealed differently. All of these factors, along with environment, material and supplier changes, could effect the final colour and finish.

Appointments

It is recommended clients make an appointment prior to proceeding with a Quote or Online Order from Mitchell Bink Concrete Design. It is the clients responsibility to view the product in person to see colours, finishes, variations and current projects and have the opportunity to ask guestions about the product and project to ensure the product is right for them and see first hand what to expect.

Social Media & Promotion

Mitchell Bink Concrete Design reserves the right to use photos of the completed project for promotional material and marketing.

Exchange, Replacement, Return, Repair or Refund

Mitchell Bink Concrete Design does not offer exchanges, replacement, return, repair or refund for change of heart, if the incorrect size is purchased or if a client has a personal aversion to the colour, amount of pinholes, level of patina, grout fill, finish or surface variation of the product.

An exchange, replacement, return, repair or refund claim due to a defect within the Warranty period will be reviewed based on the conditions outlined in the Mitchell Bink Concrete Design Warranty.

Mitchell Bink Concrete Design may request the client supply the physical product for assessment or photos to identify the cause of the defect. Where a warranty claim is deemed valid, Mitchell Bink Concrete Design has the sole right to decide if the product will be exchanged, replaced, repaired or refunded.

If a claim is invalid or dishonest in nature, Mitchell Bink Concrete Design has the right to charge the client for time evaluating the product's cause of the defect. Mitchell Bink Concrete Design will not accept for return, exchange or refund any product that has been used, connected, installed or attempted to be connected or installed.

Duty of Care

The client has a duty of care for the product once it is in their possession. If a client damages the product (including, but not limited to chipping, scratching or staining) once it is in their possession, the client is responsible for this and it is not a product fault. Mitchell Bink Concrete Design does not offer exchange, replacement, return or refund for a product damaged by the client.

Damage by others once collected, delivered and/or installed

Often clients will have multiple trades onsite whilst renovating or building. We do not recommend covering our products following collection, delivery and/or installation (due to sealer requirements). It is the clients responsibility to ask trades and others onsite to be cautious around their product and not use their concrete product in particular as a benchtop surface to place food, tools etc.

Suitability & Communication

Whilst GFRC product information is provided on our website and through verbal and written communication between the client and Mitchell Bink Concrete Design via phone, email, and face-to-face meetings, it is the clients responsibility to determine if the product is right for them and their project based on this information.

Collection, Shipping, Delivery & Installation

Canberra - Online Store, Furniture & Bathware Orders

Your order will be delivered by Mitchell Bink Concrete Design. For Furniture, we will deliver, assemble and position your furniture in place. For Bathware, we will deliver to your door, please contact us if you would like a Quote for installation. Samples and Homewares, will be delivered by Australia Post.

Delivery will take place Monday-Friday during business hours. We will contact you a couple of days prior to advise a day for delivery. On the day of delivery, we will contact you approx. one hour prior to arrival onsite. Any information regarding access that we may need to be aware of (such as dirt road, lift access, steps, stairs, steep driveway, narrow entrance) should be noted at the time of placing your order. Additional charges may apply if access is difficult and we are not informed prior.

Canberra - Custom Projects (i.e Indoor/Outdoor Kitchen Benchtops, Entertainment Tops, Fireplace Surround etc)

At Mitchell Bink Concrete Design, our process is for all custom projects to be delivered and installed by Mitchell Bink Concrete Design. At the time of Quoting, this cost will be clearly outlined on our Quote.

All Interstate Orders

Concrete Samples and Homewares will be delivered by Australia Post. Basin Bowls will be delivered by a Courier in a cardboard box. All other items will be palleted, boxed in MDF Board (or similar) and delivered via Kerbside Delivery. Kerbside Delivery is the service our freight company provides to our clients, this is mostly due to our packaging requirements and weight of the package. Our freight company will deliver your package to the closest accessible point to your property, typically the kerb. It means that the package will not be delivered to your front door or inside your home. Once the package is brought to the kerbside, it will be your responsibility to unpackage, transport and handle, ensuring you have the necessary assistance and equipment to safely move the item/s to their desired location. You will also be required to dispose of the packaging.

NSW, VIC & QLD: Our Online Store will allow you to check out. This amount will be calculated at checkout. If you are purchasing multiple items, please email us with the items you are interested in along with your delivery address and we will be able to provide a better rate for you.

Sydney Area: Mitchell and the Team travel to Sydney every 2-4 months to deliver and assemble our furniture orders for our clients. If you are based in the Sydney area, please email us with the item/s you are interested in along with your delivery address and we will be able to provide a delivery and assembly price for you.

WA, SA, TAS, NT: Our Online Store will not allow you to check out, however, please email us with the item/s you are interested in along with your delivery address and we will provide a Quote for this.

Collection

Clients are welcome to collect their project from our workshop. Projects being collected will not be packaged. If you require your item/s to be packaged, there will be a packaging fee. This fee varies depending on the item/s purchased. Once the project leaves our workshop, we are no longer responsible for them. It is the client's responsibility to ensure their project arrives safely, without damage or loss, to its destination. It is the client's responsibility to ensure their project is safe and has the necessary requirements and protection during transport. Once collected, this is acknowledged as the project being checked and accepted by the client prior to leaving our

workshop. If not transported properly or safely, this could lead to possible cracking and damage during or post-delivery. Mitchell Bink Concrete Design is not liable for the cost of fixing and/or re-making a project not delivered by Mitchell Bink Concrete Design or our Freight Company.

Mitchell Bink Concrete Design is not liable for any damage to or loss of a project once delivered to site. Once left in a safe place, delivered kerbside or handed over to the client or site contact, it is acknowledged as the project has been checked and accepted as being delivered in the correct condition. If you believe your project has been damaged during transport by our Freight Company, you need to advise Mitchell Bink Concrete Design and send through photos of said damage within 48 hours of receiving your order.

Final Measure and/or Template

Canberra Custom Projects

At Mitchell Bink Concrete Design, our process is for Mitchell to complete a final check measure once the site is ready or framework/cabinetry has been installed. Clients, if comfortable in doing so, are able to provide Mitchell Bink Concrete Design with final measurements or a template of the piece/s they are wanting made.

Should a client choose to provide Mitchell Bink Concrete Design with the final measurements or a template, and feel a site visit and final measure is not required, it is the client's responsibility to ensure all information provided regarding the final size, cutouts etc. is correct. It is the client's responsibility to ensure other details such as walls, floors, supports, cabinetry are square, flat and/or level.

When Mitchell Bink Concrete Design does not conduct a final measure, the client is responsible for any incorrect details provided to us and the client is liable for all costs of re-making a piece/s.

Online Store

No final measure or site visit is included in the item cost. It is the clients responsibility to ensure they purchase the correct size piece from our online store and advise of the correct cutout, sink location etc. for their project. It is the client's responsibility to ensure other details such as walls, floors, supports, cabinetry are square, flat and/or level.

Heat

At Mitchell Bink Concrete Design, we can make, supply and install a GFRC Hearth or Surround. Whilst GFRC is classified as a non-combustible material under certain conditions, direct and high heat can be a concern and can lead to cracking. It is the clients responsibility to ensure GFRC is a suitable material for their chosen fireplace. It is the clients responsibility to ensure additional steps are taken by their professional fireplace installer to prevent cracking.

If cracking occurs and the client is concerned about the appearance or stability of the Hearth or Surround, the client is liable for costs to have Mitchell assess the Hearth or Surround, attempt to repair the hearth or surround and/or have a new Hearth/Surround made. Mitchell Bink Concrete Design is not liable for costs associated with removing and/or replacing the Hearth or Surround.

This also applies to the heat produced by certain pizza ovens.

Do not place hot pots, hot pans, hot baking trays, hair straighteners etc directly on the surface as this can damage the sealer.

Integrated Concrete Kitchen Sink, Integrated Concrete Drain Grooves or Integrated Concrete Drain Ramp

Integrated kitchen sinks, drain grooves and ramps in kitchen benchtops are certainly possible however it is important clients know the ongoing upkeep these particular elements need. These components are specifically there for draining liquids and foods as well as normally placing heavy, sharp or hot items into/onto. The integrated kitchen sink, drain grooves and ramp will be your main point of cleaning and it will be a high traffic area for foods, liquids, heavy, sharp and hot items.

Our integrated kitchen sink, drain grooves and ramp are designed in a way to be tapered to help drain liquids but in everyday use there will more than likely still be pooling. Pooling of certain liquids and foods is what can lead to marking and staining, as well as throwing objects into the sink (rather than gently placing them) or placing hot objects into/onto them. By proceeding with an integrated kitchen sink, drain grooves and/or ramp, the client acknowledges and accepts the ongoing upkeep, likelyhood of marking and staining and potential result these elements may have.

Chips

Whilst chipping is not common, it is possible. Mitchell Bink Concrete Design can send our clients a similar coloured grout/fill mix to help fill the area that has been chipped. This will not completely disguise the area but will fill it.

Cabinetry & Support

Mitchell Bink Concrete Design is not liable for any failures due to inadequate support or un-level cabinetry. Should a piece become damaged due to these elements, the client is responsible for costs associated with assessing, attending site, fixing or remaking a piece.

Waterfall End or Leg

When a project has a waterfall end, such as (but not limited to) a Kitchen Island Benchtop or a concrete leg on a Benchseat or Table, and the internal face of the concrete is visible, the internal face will be a different finish to that of the edges and top of the concrete piece. This is due to the way our products are made in their formwork. The internal face will still be processed, however will appear a different finish. This is not avoidable.

Hairline Cracks

Hairline cracks are defined as cracks, generally smaller than 1 mm in width that do not threaten the integrity or stability of the piece nor prevent the continued and normal use of the concrete product. Hairline cracks are possible and are considered an inherent part of the product, not a defect. It is possible for hairline cracks to occur at any time during the life of the concrete product, but are not a common occurrence.

Weight

Avoid excess weight being placed on your concrete product (for e.g. standing on your concrete piece). This more so applies for areas with no support underneath such as overhang on a kitchen benchtop, the centre or edge of a dining table top or benchseat. This could cause the piece to crack or sag overtime.

CARE & MAINTENANCE FOR ALL PRODUCTS

Maintenance

No ongoing maintenance is required when a client looks after their concrete product from Mitchell Bink Concrete Design. Our products do not need to be resealed in future. Once sealed, prior to leaving our workshop, the product will be as protected as it can be. The below advises on the best way to protect and maintain your original concrete product.

Scratching

Do not drag, slide or throw objects on to the concrete piece. This includes (but not limited to) items such as handbags, groceries, washing basket, serving dishes, plates, mugs, chopping boards, boxes, pans or firewood. Scratches in the sealer could occur if this happens. It is best to pick up and place an object down. Be gentle when placing items down or moving them across the piece. Never cut directly onto the piece. Once the sealer is scratched/pierced this is when it becomes more susceptible to staining. By being aware and not putting anything hard, heavy, rough or dragging items across your piece, will help avoid marks or scratches in the sealer. Using items such as place mats, decorative mats or tea towels as a protective barrier can assist. Small stick-on felt pieces can be applied to the bottom of objects to minimize possible scratching. Once scratched, it is not possible to remove this.

Cleaning

Cleaning couldn't be easier. Damp soft sponge, very mild cleaners or other water-based cleaners are all you need. Do not use products that contain trichlorethane, methylene chloride or have high alkaline/pH levels. Avoid cleaners with a citrus cent, citrus ingredients, acidic based, bleach-based, gumption or Jif. Abrasive cleansers or scrubbers should not be used. Staining/discolouration can occur overtime when using products mentioned (or similar). After cleaning the surface, ensure it is dry before placing objects on top of the surface. Avoid forceful scrubbing if you notice stains or marks as this will result in damage to the sealer.

Staining

We recommend our clients wipe up spills, foods or liquids when they are noticed. Try not to leave spills, foods or liquids on your piece for a period of time. Acidic liquids or products with staining agents such as (but not limited to) lemon juice, balsamic vinegar, oil, red wine, turmeric, coffee etc. can result in staining/discolouration if left on. For products such as cooking oil, hand soap, hand cream, liquid foundation, bio oil, hand sanitizer, flower vase etc, place these objects onto a decorative dish or plate and not directly onto the concrete, that way if they drip down or leak, the dish/plate will catch the residue and not seep into your concrete over time. If staining occurs, the stain is not able to be removed.

Trapping water or other liquids

If you have items such as (but not limited to) a vase, pot plant, hand soap, bottle of oil etc. sitting on your surface, it is best to place something underneath, like a decorative dish or plate. When water or other liquids drip down or through these objects, the water or liquid can become trapped between your concrete surface and the object, with nowhere to go but into the concrete. Depending on the object and type of liquid, once the object is removed, the sealer may be able to breathe out this moisture, but it may also mark or cause discolouration. If you notice areas like this, don't cover them up, leave them uncovered and try to let the sealer breathe. If this occurs but the markings are still visable, it is not possible to remove this, it has become trapped in the sealer or concrete. For Outdoor Tables, do not place a table cover over your Table, just leave it bare, as covering your table may cause moisture to be trapped.

Sun damage

Whilst Concrete is a great product for the outdoors and weather exposed areas, we recommend not leaving items on the concrete benchtop/surface. Marking or discolouration could occur if moisture becomes trapped (as mentioned above).

Chips

While durable, both concrete and natural stones like marble are 'brittle' materials, as opposed to 'elastic' materials (since it's not plastic). Whilst it is difficult to chip, it is possible. Mitchell Bink Concrete Design can send our clients a similar coloured grout/fill mix to help fill the area that has been chipped. This will not completely disguise the area but will fill it.

Heat

Do not place hot pots, hot pans, hot baking trays, hair straighteners etc directly on the surface as this can damage the sealer. Use something like a chopping board or trivet as a barrier.

Weight

Avoid excess weight being placed on your concrete product (for e.g. standing on your concrete piece). This more so applies for areas with no support underneath such as overhang on a kitchen benchtop, the centre or edge of a dining table top or benchseat. This could cause the piece to crack or sag overtime.

CARING FOR YOUR CONCRETE HOMEWARES

To maintain longevity of your Concrete Homewares, we recommend they be used for decorational use. All of our Homewares are sealed with a high-grade, penetrative sealer which is food-grade safe and acts as a barrier against spills. Having said that, we do recommend that anything be wiped up within a reasonable time-frame otherwise it may etch through the sealer and leave a mark.

Following a "wipe as you go" principle will help your Concrete Homewares look beautiful for years to come. Simply use a warm damp cloth to clean and avoid any vigorous scrubbing as it could compromise the sealer.

Please do not use your Concrete Homewares as a chopping board and avoid high impact knocks along the edges. Our Concrete Homewares are not dishwasher or oven safe.mPlease treat each item with care as they have been hand made with love for you.

CARE & MAINTENANCE: OTHER BATHROOM ELEMENTS

Whilst following our Care & Maintenance Guide, there are a couple of other tips for our Concrete Bathware. In particular cleaning, trapping water and other liquids and being mindful of certain everyday bathroom products.

For integrated concrete sinks in our concrete bathroom vanity tops, if your sink has a waste plug, it is important you don't use strong/harsh cleaning products to clean your waste plug. Avoid using a rough sponge or scourer to clean your waste plug. How you clean your waste plug, will also affect the concrete area around the waste, so follow our same steps under Cleaning in Care & Maintenance for cleaning your waste plug. Avoid forceful scrubbing on or around your waste (or anywhere on your vanity top) as this will result in damage to the sealer.

We do not recommend filling up your integrated sink for a long period of time. If you tend to fill up your sink, allow it to fully drain after 30 minutes. Similar to water and other liquids being trapped between an object and our concrete, when an integrated sink is filled with water, the sealer cannot breathe out this moisture and could lead to marking and discolouration.

If you see water pooling down the sides or at the bottom of your integrated sink, wipe over it. This will aid in long term appearance and minimise possible discolouration. It is important to follow the steps under Trapping Water and Other Liquids in Care & Maintenance to ensure certain objects aren't sitting directly on your concrete vanity top. Use some form of decorative dish or plate to minimise the chance of marking or discolouration.

If you use products such as oil-based foundation, body oil, nail polish remover or products with staining agents (such as a tumeric facemask, coffee body scrub, fake tan) and you drop or spill this on your top, wipe it up as soon as you notice it. Leaving this or not wiping it up promptly could cause marking or discolouration.

CARE & MAINTENANCE: INTEGRATED LAUNDRY SINK

If a client is interested in a Concrete Integrated Sink or Concrete Trough Style Sink in their Laundry, just like an integrated concrete kitchen sink, this is certainly possible, however it is important to be aware of what to expect from the product and the likelihood of marking and discolouration.

A Laundry Sink will be commonly used for holding or draining strong/harsh chemicals and cleaning products and overtime, these kinds of products will cause staining and discolouration to the concrete. If items are left in the Integrated Laundry Sink, this will also likely cause marking and discolouration.

Aesthetically they are beautiful, and some client will appreciate the ageing and patina that could occur, but the practicality can be too much work or hassle for some clients which we completely understand.

WARRANTY

The following Warranty applies to all products produced by Mitchell Bink Concrete Design. Mitchell Bink Concrete Design provides a one-year structural warranty.

During the first year from the date of delivery, collection and/or installation, Mitchell Bink Concrete Design, at its sole option, shall repair or replace a product if it fails to maintain functional structural integrity for the intended purpose of the product solely due to a manufacturing defect. Mitchell Bink Concrete Design warrants that the product will be free from manufacturing defects provided the product is delivered and/or installed by Mitchell Bink Concrete Design.

Hairline cracks, cracking due to high heat, surface scratches, staining, chips, improper care, general wear, failures due to inadequate support or un-level cabinetry are not included as part of this Warranty. Products collected from our workshop that are damaged or lost during transport or show signs of structural damage within 6 months of collection are not included as part of our Warranty.

If a claim is invalid or dishonest in nature, Mitchell Bink Concrete Design has the right to charge the client for time evaluating the product's cause of the defect. Mitchell Bink Concrete Design shall have sole and final right to determine whether a warranty claim is valid.

AFTER DELIVERY, INSTALLATION OR COLLECTION

After the first few weeks of your piece being delivered, installed or collected, the sealer may still be curing and hardening to provide a tough protective surface, we suggest you take extra care during this time.

If you have trades onsite, completing other work throughout your home, it is important you ask your trades to not use your concrete piece. Trades can often use it as a bench to put their food or tools on, not knowing about the benchtop or product. Please ask your trades to stay off your concrete piece. We do not recommend covering a concrete piece due to sealer requirements.

Overtime your piece may develop general wear. This is not uncommon and is a natural characteristic of the material. As your piece ages, you may notice minor changes in appearance, such as slight color variations. Rest assured that these changes are typical and do not affect the structural integrity of the product.



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