
Acceptance Criteria & Dispute Resolution

PROJECT TIPS · HSST KNOWLEDGE LIBRARY

Published by: Hengsheng Marble S&T; Co., Limited

Version: V1.0 · 2026

Intended readers: tendering parties / supervisors / procurement

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Four Checks on Delivery

① Quantity and numbering (against packing list and layout map); ② dimensions (vernier / straightedge sampling against standard tolerances); ③ appearance (faces checked at 1.5 m under natural light for stains, cracks, edge chips); ④ colour variance (batch vs sealed sample, at both 45° and perpendicular).

Post-Installation Acceptance

Flatness (2 m straightedge ≤ 2 mm), joint uniformity, internal/external corners and terminations, overall appearance under lighting; photograph and archive.

Dispute Resolution Path

Contract terms first → sealed-sample comparison → third-party testing (petrographic / physico-chemical) → industry mediation. Prevention beats remedy: writing colour-variance ranges, yield and acceptance standards clearly into the contract is the most effective firewall. HSST contracts attach explicit acceptance clauses and the sealed-sample system.