

FLOORS of STONE Ltd

Customer Information

At FLOORS of STONE we pride ourselves on the quality of our tiles and the service we provide to all of our customers. We have created this information sheet in order to make your ordering experience as straight forward and enjoyable as possible.

Colour

As limestone, travertine, marble and slate tiles are a natural material there is always the possibility of variation in colour from tile to tile. This should not be seen as a defect and adds to the charm and beauty of natural stone. For this purpose we advise that samples should only be used as a guideline when making any aesthetic decisions. As no two tiles are the same and can vary by several shades, no one sample can indicate all the possible permutations that may be present in a stone.

Stone tiles are always packed in wet conditions at source and do not properly dry out until unpacked: they will lighten in colour as they dry. It is therefore imperative that all tiles are completely dry prior to installation in order to assess any colour variation present. To check this it may be necessary to place a tile in front of direct heat to see the true colour of the stone emerge as it dries. This could take anything up to 48 hours.

Orders

We advise that all customers order 10% more tiles than the total floor area to be covered. This will allow for any possible breakages suffered during delivery and handling. Due to the fragile nature of natural stone tiles you can expect between 2 – 5% damages in transit, especially when taking delivery of a part pallet. Any breakages up to and including 10% are seen as acceptable. For stock items we can normally despatch in 1 to 2 working days to be delivered in 3-4 working days. We can hold stock for up to 4 weeks, once payment has been received, if required.

Deliveries

When ordering an out of stock item we cannot guarantee a delivery date due to the fact that it comes directly from source and there can be delays at the port or due to bad weather. We strongly advise customers not to book tilers until a date has been confirmed with us. Due to the nature of the haulage industry any delivery dates and times given are only a guideline, under our standard and next day deliveries. FLOORS of STONE cannot be held responsible for delays in delivery but will endeavour to uphold any agreed delivery date.

Our hauliers deliver between 8am and 6:00pm Mon – Fri. Please ensure there will be someone present between these times to sign and check the delivery. Unfortunately, we are not normally able to give a delivery time on a standard delivery. However, for an additional charge you can guarantee a morning or afternoon slot or book a timed delivery.

Access

Our deliveries are typically made on an 18 tonne lorry (7.5t vehicle can be arranged if requested) with a tail-lift to lower the pallets down to ground level, the driver will then use a pump truck to manoeuvre the pallet. In order for this procedure to be safely undertaken, we ask you check the following;

1. Overall access to the property is straightforward. i.e. no narrow roads, bridges or one way systems. Once on the property, gravel drives or steep inclines/ declines.
2. Whether there is hard standing for the tail-lift to be lowered onto. If not, is it possible to prepare some hardboard so the pallet/s can be placed onto this?
3. In your absence are you happy for the goods to be delivered and left on a driveway, or in garage etc.

When accepting a delivery from FLOORS of STONE please ensure that you have checked the goods for damages before you sign for them. If the goods are damaged or faulty, it is your responsibility to make this clear on the delivery note.

DO NOT SIGN FOR GOODS WITHOUT CHECKING THEM FIRST.

If you believe that more than 10% of your tiles have been damaged in transit please contact us immediately, we require digital photos of the breakages as they were delivered, and the actual amount of tiles damaged. We will then replace the damaged tiles if over 10% of your original order.

Sealer

All natural stone needs to be sealed to protect it from staining. We stock SealGuard, the only sealer on the UK market that penetrates the surface of the stone to prevent staining. We advise that 1 litre will cover approximately 10m² with two coats, one before grouting and one after; this way you are also protecting the grout. We recommend at least two coats for all floors.

The SealGuard range also includes an aerosol and SureClean stone cleaner. The aerosol is ideal for sealing smaller areas and perfect for grout lines and SureClean is a non acidic cleaning agent that will remove wax, grease, oil and grout haze. We recommend you use SureClean prior to sealing the tiles. When cleaning the stone ensure you do not use any acidic cleaning products, including bleach as these can strip the sealer and stain the stone.

Returns

If you change your mind prior to your order being despatched, we will offer a full refund. However, if you receive the goods in perfect condition but change your mind, you will incur all delivery costs. Strictly no refunds will be processed until the goods have been returned to us in perfect condition.

If you receive faulty stock we will need to see photographic evidence of the stock before we can arrange a pick up and a full refund for you.

General Information

We advise all our customers to use a flexible adhesive and grout specifically for natural stone. We stock both of these products. Marble, limestone and travertine can all be cut using a wet cut diamond tile cutter. All natural stone needs to be sealed. Please see above for more information.

All our travertine, marble and limestone is sourced from Turkey and are always 1st grade quality.

Please refer to our Terms and Conditions.

Disclaimer – All prices are correct at the time of going to press, however please refer to the website for current prices. Any discrepancies shall be charged at the price that is published on www.floorsofstone.com unless previously agreed in writing with management at FLOORS of STONE. Please also refer to our terms and conditions.

Floors of Stone Ltd. - Terms and Conditions

In these conditions Floors of Stone Ltd is referred to as the Seller. Any customer purchasing goods from the Seller is referred to as the Purchaser.

1. BASIS OF THE CONTRACT

- 1.1 Any order received by the Seller from the Purchaser shall be accepted entirely at the discretion of the Seller, and if so accepted, will only be accepted upon these conditions (hereinafter referred to as "the Conditions").
- 1.2 Each order which is so accepted shall constitute an individual legally binding contract between the Seller and the Purchaser and such contract is hereinafter referred to in these Conditions as "an Order".

2. PRICE OF GOODS AND PAYMENT

- 2.1 The price of the goods shall be that contained within the Seller's current published price list on its website or, if different, the price contained within the quotation at the date of acceptance of the Order.
- 2.2 All prices contained within the Seller's quotation are valid for 30 days only from the date shown on the quotation or until earlier acceptance by the Purchaser.
- 2.3 All published prices are inclusive of VAT but exclusive of delivery charges. Delivery charges shall be separately itemised on the Seller's quotation.

3. PAYMENT

Payment of the purchase price in full is required at the time of acceptance of the Order by the Seller.

4. DELIVERY

- 4.1 The goods will be delivered to the delivery address provided by the Purchaser. If delivery is unsuccessful due to either:-

- (i) An inaccurate or incomplete delivery address;
- (ii) No-one being present to accept delivery; or
- (iii) Inaccessibility;

then, once another delivery date is arranged, the Purchaser will be charged additional delivery charges for each attempted re-delivery.

- 4.2 Delivery of the goods is deemed to have taken place when the goods have been offloaded at the nearest accessible point to the delivery address, which in many cases will be the property kerbside. Delivery any closer to the property will be at the driver's discretions.
- 4.3 Risk of damage to or loss of the goods shall pass to the Purchaser upon delivery.

5. QUALITY & DESCRIPTION OF GOODS

All goods supplied by the Seller are natural materials and are subject to natural and geological variations in markings, colour, texture, cracks and vents, which are beyond the control of the Seller.

6. HANDLING & STORAGE AFTER DELIVERY

Immediately after delivery and examination by the Purchaser of the goods, the Purchasers shall be responsible for moving the goods to a suitable indoor dry and frost-free area of storage. The Seller accepts no liability for goods improperly stored or handled.

7. FITTING

The Seller recommends that the Purchaser employ only the services of a qualified and experienced Tiler in the storage, handling, laying and sealing of all natural stone floor tiles. The Seller also recommends that the Purchaser use a good quality flexible adhesive and grout. Natural stone tiles need to be sealed using a good quality and recognised brand sealant.

8. WARRANTIES AND LIABILITY

- 8.1 Where the Purchaser notifies the Seller of any defect, damage or material difference in specification, the Purchaser shall afford the Seller the opportunity to inspect the goods and to replace at the Seller's cost damaged, defective or non-compliant goods, or to refund to the Purchaser the price of the damaged, defective or non-compliant goods (or a proportionate part thereof).
- 8.2 Where the Purchaser wishes to return the goods to the Seller, the Seller shall accept return of the goods subject to the following:
 - 8.2.1 Notification being given by the Purchaser to the Seller within 7 working days of delivery of the goods;
 - 8.2.2 The goods being returned by the Purchaser to the Seller in the same condition that they were received by the Purchaser;
 - 8.2.3 Should the Seller accept the wish of the Purchaser to return the goods after the initial 7 working day period, payment by the Purchaser to the Seller of a Handling Charge of 15% of the price of the goods applies;
 - 8.2.4 Payment by the Purchaser of the costs of carriage of the goods from the Purchaser to the Seller.
 - 8.2.5 Refunds will be made within 30 days of receiving notification that the Purchaser wishes to return the goods to the Seller.
- 8.3 The Seller shall accept no liability in respect of any defect or damage arising from fair wear and tear, wilful damage, negligence, abnormal working conditions, defective or poor installation, mis-use or alteration or repairs of the goods (unless undertaken by the Seller).