

NATURAL STONE IMPORTS

Terms & Conditions

Please inspect your order upon receipt of goods. If extra stock or replacements are required, the sooner we are advised the more likely we can get these from the same batch.

PAYMENTS

Payment is required in full prior to delivery.

DAMAGED ITEMS

Within 72 hours of delivery, please check your order for damages and notify us immediately should there any breakages that have occurred during delivery. We may ask for photos and will arrange for replacements to be provided at our expense. **Do not** attempt to install.

CHIPS: Please check with your tiler if any pieces containing chips can be used for cuts for corners.

HAIRLINE CRACKS: Please note, some hairline cracks are to be expected in natural stone. These will not cause issues. Larger cracks are an issue and should be set aside – contact us with photos per ‘damaged items’ above.

FREIGHT

Where possible, freight is calculated using tail-lift delivery to reduce costs. If the property is not appropriate for tail-lift delivery (step driveway, overhanging trees, loose gravel etc) then delivery will need to be made by hiab at an additional cost as charged by the freight company.

VARIATIONS

It is important to note that natural stone has natural variances, no two pieces will be exactly the same. This means the product supplied could differ slightly from the sample you viewed. If there are noticeably large variations between pieces that we believe are outside of the norm, we may consider replacements. Photo evidence is required. **Do not** attempt to install.

WHITE QUARTZITE: Has undertones of grey and beige. Has gold and brown veining and specks of gold.

GREY GRANITE: Has white veining through it, this is a natural feature of the stone and is not a defect or crack.

BLACK GRANITE: Can vary in intensity of the blackness of the stone due to the way the stone reacts to the flaming process.

TRAVERTINE: Has many variations in tone, has holes that occur naturally in Travertine, may have small fossils, also a natural feature of Travertine.

We strongly recommend you dry lay your pool coping and/or paving/tiles on the ground ensuring you take stone from all crates to blend in the variations.

SIZES & THICKNESSES

Our stone has a tolerance of 1-2mm due to blade thicknesses and accuracy of cutting. We recommend you check before installation commences. COPING: Please note the face height on the coping. Do not install a -2mm next to a +2mm etc. Thicknesses should be evened out – for any large thickness issues please contact us immediately – **do not** attempt to install.

INCORRECTLY SUPPLIED ORDERS

If you believe you have been provided with the wrong product, please contact us immediately with photo evidence to verify. Note that due to our stone being a natural product, some variation is to be expected per above.

CLEANING

Coping & paving should be waterblasted clean on completion of installation. This removes all quarry dust and grout residue. Sealing should be completed once stone is completely clean and dry.

SEALING

We recommend all stone types are sealed with either a penetrating or intensifying sealer. We recommend DryTreat products – for more information please read our Sealing section under the Installation tab on our website.

RETURNS

You may cancel or change your order within 14 days from date of invoice provided goods are returned in their original condition (custom orders excluded). Goods should be returned to our Taupo yard at the customer's expense. A full refund will be provided less freight (if any).

NO CLAIMS AFTER INSTALLATION

Our stone is a natural product and some variation can be expected in shade and finish. Prior to installation, we can exchange or correct your order but once installed we cannot. *This does not affect your rights under Consumer Guarantees Act or Fair Trading Act.*

Installation constitutes acceptance of the goods. We strongly recommend you dry lay your pool coping or a portion of paving/tiles on the ground ensuring you take stone from all crates and check that they comply with your order.

CUSTOM ORDERS

A non-refundable 50% deposit is required on custom orders with the balance payable on arrival of your order (even if this means you're not ready for delivery). A wastage allowance should be applied to your order as we will not have replacements on hand (not a stocked item).

QUANTITIES/ESTIMATES

COPING: We can estimate the quantity required based on pool dimensions. We will supply one extra piece at our cost in case of any breakages.

PAVING/TILING: We can estimate the quantity required based on plans provided by you. It is your responsibility to ensure you have enough paving/tiles to complete your area. The installer is the best person to confirm this. We cannot guarantee further supply of the same batch.