

WARRANTIES



In the unlikely event of our products reaching you in a less than satisfactory condition, please notify your supplier immediately who will be happy to organise replacement product for you.

Please note that if a product is knowingly laid with a defect apparent prior to laying then we reserve the right not to replace the product and will not accept any responsibility for costs incurred to rectify.

NATURAL STONE PRODUCTS

Defects affecting the product functionality that appear within one year of purchase will be corrected by way of replacement product and may or may not include some assistance to rectify depending on the circumstances. No consequential losses will be accepted.

MOSAIC PAVING

Mosaic paving is pre-sealed with a protective coating which deters staining and algae & moss growth by creating a very low porosity to the surface. This barrier to the absorption of water helps maintain a much cleaner finish. However, they are not self-cleaning and will still need to be maintained and looked after. For everyday cleaning use soapy water, or a proprietary kitchen floor cleaner, applied with a broom or mop. For a deep clean, we recommend using Lithofin Power Clean.

Use rubber furniture feet on tables and chairs to protect against scratching and marking of the tile surface.

Under normal domestic conditions Mosaic paving will resist staining from most garden products environments. Providing the spillage or soiling is wiped off the paving immediately with a damp cloth. As with all concrete paving you should not use a pressure washer to clean the patio nor should concrete paving be subjected to de-icing salts, chemical treatments or patio sealants of any kind as these will invalidate the warranty unless specifically approved by Pavestone in writing prior to application.

ECONOMY & PREMIUM CONCRETE PAVING

Defects affecting the product functionality that appear within one year of purchase will be corrected by way of replacement product and may or may not include some assistance to rectify depending on the circumstances.

Efflorescence. Pavestone does not accept responsibility for the effect of "efflorescence" which is a characteristic of 'good quality' concrete having a high cement content. This phenomenon is recognised by an apparent loss of intensity of colour and the appearance of a milky white surface bloom. The effect usually fades over time and is not detrimental to the performance of the concrete functionality.

Never use De-Icing Chemicals or Salt during freezing winter conditions. The use can affect both the durability and the aesthetics of concrete paving. Use a plastic shovel or stiff brush to remove snow and ice. In extremely slippery conditions pure 'grit sand' with no salt can be applied to obtain grip. The use of De-Icing Salts/Chemicals will invalidate any warranty and claim.

GENERAL

The frequent use of pressure washers should be avoided as they can damage the face of the paving if concentrated on an area or if the water jet is too strongly pressured. Always test on an unobtrusive area prior to starting the cleaning process.

Pavestone liability extends only to the paving. Rectification is limited to the replacement cost of the defective product only and does not extend to financial reimbursement to cover the installation works or any problems associated with installation.

All concrete products have CE certification and comply with the necessary product characteristics and requirements within the United Kingdom and European Union.

Pavestone reserves the right to alter specifications without notice. Products or services described on this web site are supplied subject to Pavestone UK Limited Terms and Conditions of Sale.

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