

Paving Stones Direct Warranty (Natural Stone)

The Paving Stones Direct Product Warranty (Natural Stone)

Thank you for choosing Paving Stones Direct to help transform your outdoor space.

We are very confident in the high quality of our products that we can offer the following assurance when you purchase from us.

- A **2 year warranty** on the quality of any Natural Stone Paving product purchased.

What this means -

- If your **Paving Stones Direct Natural Stone Paving Product** will not be installed for a maximum of 12 months after purchase, as long as there has been no damages or alterations of any kind after the point of delivery but the products do not meet the correct standards, we will replace the paving.
- If after installation, you're **Paving Stones Direct Natural Stone Product** does not meet our standards, we will replace the paving. *(subject to the t's & c's of the warranty)*

Our dedicated customer service team is on hand to help give you that piece of mind, meaning you can relax and enjoy your new garden patio.

Definitions -

Please use the following information to understand set aspects of of the warranty

- **Natural Stone** - This is a product that is not man made and is typically found in quarries which are mined. This covers Sandstone, Limestone, Slate, Granite, Quartz & Porphyry.
- **Natural Stone Variation** - Due to the very nature of natural stone, there are times when variation will be found within the product. Typical variations found are veining, predominant veining, reduced veining, fossils, blemishes, increased colour/tone & decreased colour/tone.

Terms and Conditions

What we cover -

- The warranty is applicable on new and unused Paving Stones Direct Natural Stone products that have not undergone any additional damages or alterations from the point of delivery.
- The warranty is applicable on installed Paving Stones Direct Natural Stone products that have not undergone any additional damages or alterations from the point of being installed.

- Paving Stones Direct products have been used for the construction of a domestic driveway or patio, including integral paths and steps, comprising at least 90% of the total paved area.
- Garden walls constructed with Paving Stones Direct materials as part of the driveway or patio project.

What we don't cover -

- Paving Stones Direct Natural Stone paving products that have been damaged or altered in any way from the point of delivery.
- Paving Stones Direct Natural Stone paving products that have been damaged or altered in any way during installation.
- Paving Stones Direct Natural Stone paving products that have been damaged or altered in any way after installation.
- Paving Stones Direct Natural Stone paving products that have been damaged or altered in any way due to the weather.
- The warranty only covers installation of Paving Stones Direct products for reasonable domestic use. In addition, any damage or deterioration caused by or resulting from accident, misuse, natural weathering, jointing/pointing, impact damage, power washing, commercial use or staining caused by any substance will not be covered.
- Any form of damage, accidental or otherwise, caused to persons or property prior to, during or after construction will not be covered by the warranty.
- Any form of damage, accidental or otherwise, caused to persons or property prior to, during or after installation will not be covered by the warranty.
- The warranty does not cover any claim that may arise that is due to the application of any form of sealant or cleaning solutions (unless recommended by Paving Stones Direct in writing).
- The warranty does not cover any damage caused by movement, expansion or contraction of sub-soil or sub-base caused by changes in the climate, tree-root activity, underground drains, mine-workings, earthquakes, other construction works impacting on the project (whether at the time, or subsequent to, the project works) or any other elements such as acts of God.
- This warranty does not cover any claim relating to a failure to obtain the relevant planning permissions for the works.
- This warranty does not cover natural stone variation

How to claim the warranty -

The warranty will take effect as long as the following conditions have been met -

- The Natural Stone paving has been purchased and delivered.
- Full payment has been made and received in full.
- Any outstanding payments from previous purchases have been received in full.

How to make a claim -

If your claim meets the above criteria, please contact our dedicated customer service team on 0333 321 5091 or email the full order details to sales@pavingstones.co.uk with photographic evidence.

How we will deal with your claim -

Once we have received all order details and reviewed the images, the replacement Natural Stone paving will be dispatched on express delivery.

If there is an issue with the natural stone paving after installation, Paving Stones Direct will hire an independent assessor to determine the issue. If the issue is related to the product, the warranty will take effect.

Please note that during the assessment process, the assessor may need to remove some paving slabs for a more detailed investigation to determine the cause of the issue. However, depending on the nature of the issue, neither the assessor nor Paving Stones Direct will be responsible for the re-installation of the inspected areas.

If the assessor determines that the issue is covered under the warranty, Paving Stones Direct will cover the cost of the assessment. However, if the issue is not covered under the warranty, the customer will be responsible for paying the assessment fees, which will be £650 + VAT. The assessor will provide a written report detailing the issue and the outcome.

If the customer chooses to hire their own assessor, they will be responsible for covering all the associated costs. Paving Stones Direct will also hire an independent assessor to provide a second opinion.

Any questions regarding the Paving Stones Direct Warranty, please do not hesitate to contact us.

Thank you