

Dear Customer,

Thank you for buying TRUSTONE natural stone products. We take great measures to provide you with products that will meet and exceed industry standards. Below are some common questions that you might have about our products.

### **Colour Variation**

The beauty of natural stone is that no two stones are alike. Some stones inherently have more variation than others, while others like Ivory/Beige are more consistent in tone.

During selection process, we do our best to select stones into appropriate colour groups but some variation will exist. Keep in mind, travertine will also become much lighter once it's completely dry. Variation in tone is to be expected in all natural stones and is by no means related to low quality.

### **Grading**

Grading is done at the end of our production lines. The main factor in separating first and classic grades is the amount of fills in the stone. 1<sup>st</sup> grade will generally have less fills and classic grade will have more fills. This **subjective selection** is done by our trained factory employees and the tiles are separated into two groups. The samples on display are only a general indication of what comes out of the skids.

Various measures are taken to prevent breakage during shipping. However, when the product is shipped out of our warehouse it is beyond our control. The market standard for defect tolerance is 5% in all flooring and cladding. In most installations 5-15% of the product will be used for cuts.

### **Why is my Stone Wet?**

Travertine and marble are cut, honed, brushed or polished with water saws at every phase of production. After the stone goes through a dryer, the body of the stone still has some moisture which comes to the surface after it's **packaged**. Travertine will appear much darker than its original color when it is wet.

### **Joint Space Recommendations**

Please leave a minimum of 1/8 joint space. Travertine is cut at consistent dimensions but smaller joint space might cause some problems. We strive to have less than 0.5 mm dimensional error but up to 1mm is generally acceptable in natural stone tiles and will not be issue when installed with 1/8 joint space.

### **Cracks in Marble**

All stones have natural fissures. Its part of the stone's natural character and does not occur during production. Once the stone is installed, it becomes as strong as the base it is mortared to. Please view our showroom samples and you will see that all marble pieces have these fissures to some extent.

### **Do I have to seal my Stone?**

Sealing will protect your stone from stains. Please visit [www.findstone.com](http://www.findstone.com) for more advice on sealing vs. not sealing your natural stone.

### **Delivery**

All deliveries are arranged by the customer. Please call to make sure your order is ready. We need your shipping list # to check on your order. If your order is ready, please call your delivery company and give them the shipping list #. This number is on your invoice under SL#. All delivery charges are customer's expense.

### **Sales & Return Policy.**

We do not accept returns or exchanges on natural stone. Quality and color selection is a subjective process and our displays will serve as a representation of what you will get in your shipment. If you are concerned about quality and shade, you can be present when you're shipment is being loaded. You may also arrange to examine your order after it's prepared in our warehouse. **Once your order is shipped, we do not accept any claims regarding shade or quality. If you feel you have greater damage than 5% or any visible damage to the crate, this must be noted with the driver when the shipment is received. For obvious reasons, claim of excessive breakage will not be accepted after delivery.**

**THANK YOU FOR CHOOSING TRUSTONE, YOU HAVE MADE A GREAT INVESTMENT IN ENHANCING YOUR LIVING SPACE.**

## GENERAL INFO

Travertine and Marble have become a very popular choice for floor and wall coverings amongst leading designers, architects, builders, and home remodelers.

Travertine and Marble are perfect for use on all floor and wall coverings from residential to commercial because 1. It does not fade or degrade over time. 2. It is highly versatile and has many uses. 3. Its natural beauty is very fashionable. 4. It has recently become very affordable. 5. Travertine/marble has a compressive strength of 7000 PSI which is twice that of concrete.

Some areas of Travertine use include bathrooms, showers, kitchens, entranceways, hallways, decks, patios, around pools, and even driveways. Commercial applications include shopping malls and airports among many others.

Brushed/Chiseled or Tumbled Travertine have holes that are unfilled to give it an antiqued appearance. The end user has the option to leave it in its natural state or fill it in with grout.

Travertine and Marble are maintenance free and do not have to be sealed, but applying sealer on even once is enough to help protect it especially in kitchens.



# NATURAL STONE

## BUYER'S GUIDE & FAQ