

# ORDERING NATURAL STONE

This guide provides a summary of what to expect when you order natural stone from us.

All natural stones are products of nature and as such no two pieces are identical; there will be variation in the product you order from us.

## 1. ESTIMATING

We can do a take-off to work out how much stone and materials you will need to complete your project, just send us your building plans. Please note, we normally allow an appropriate amount of wastage unless you tell us not to. So, let us know if you are pointing or dry-stacking as this impacts the amount of wastage allowed.

Disclaimer: No responsibility is taken for any mistakes in estimations. All measurements are nominal sizes only, variations may occur as a consequence of quarrying and cutting. Wall measurements include (excluding irregular veneers) 10mm pointing in length and widths.

## 2. PACKING

We supply our stone in either square metres, individual pieces, or crates, so when you order, we will calculate and measure out the pieces of stone that are needed to fill your order. These are then securely packed into crates or on pallets to enable your collection or delivery Australia wide.

- Your order will contain different sizes and colours, so it is important to go through all stock provided before beginning installation. This will ensure the variation supplied can be blended across your project.
- Your order may also contain cardboard, or other packing materials to help prevent movement during transport. This is deliberate and normal.
- Any product supplied in full crates are approximate quantities and therefore can vary from crate to crate.
- While we try our best to maintain stock levels and make our service as convenient as possible for you. We hand pack every product, so packing lead times do apply and vary depending on workload. Contact us to find out more.

## 3. STORAGE

We can store your order in our huge secure undercover warehouse for an appropriate period. In most cases, at the time of order you only need to give us an approximate date when you require the stone. This gives you the flexibility to confirm the delivery a week or two prior to you needing the stone on site.

## 4. DELIVERY

A quotation for delivery costs at the time of order can be calculated. In most cases:

- We can deliver, any weekday. However, we cannot control the time you might receive your stone, but we will get a site contact from you to accept the delivery. They will receive a call 30mins prior to delivery.
- Your order will be delivered with a flatbed truck and a manitou will fork your crates of and drop it where specified by the site contact.

## 5. COLLECTION

You can opt to organise your own delivery or arrange to collect the stone from us. Often, we can also help load the stone at our warehouse. There are just a few things we need to consider:

- Please let us know in advance when you are expecting to collect your stone and what mode of transport you are using. We will pack your stone differently if you are bringing a trailer versus if you are hand loading a few pieces in the boot of your car.
- We can tell you the weight of your order, we are both responsible for making sure any collections are safe, and don't overload the capacity of the vehicle, we will not release your order if deemed unsafe.

## 6. UNPACKING AND INSPECTING

Being a natural product, the unique character of stone comes from the individual veining of each piece. It is this variation that makes stone an excellent and enduring design choice. It also means that the product you buy from us, naturally varies in texture, colour and makeup and contains naturally occurring holes, fissures, markings, colouring and blemishes. These variations will occur both initially and over time for various, often uncontrollable, reasons.

We try our best to showcase the product with displays, samples and imagery. But it is not possible for us accurately and completely represent all variations that may occur. We encourage you to inspect your order prior to installation to ensure that you are comfortable with the colour, veining, sizing and finish available. Allstone takes no responsibility once installed.

Please note, at a later date additional stone may not be available, can be more costly and cannot be guaranteed to match the original stone.