

NATURAL STONE

Our goal is your complete satisfaction, and we aim to achieve it by setting realistic expectations. To ensure that you have a clear understanding of this product's general performance, we've outlined the key points covered in the video. Please review this document carefully, and if you have any additional questions or need clarification on any issues, feel free to ask your design consultant.

- Because natural stone comes from nature, color and markings can vary greatly between tiles.
- Some of these irregular markings, such as lines or veins, may seem like cracks, but are actually part of the natural stone.
- It is not possible to hand select the tiles for your floor. If you prefer a consistent, uniform look, ceramic tile may be a better choice.
- Stone flooring, like most smooth flooring, is slippery when wet. Always use caution if there is moisture on your stone floors.
- Marbles and limestone contain calcium, so it is important to avoid acids or high alkaline substances that can cause etching (dulling) to the polished surface.
- Make sure to keep acidic substances such as tile and grout cleaners, fruit juices, soft drinks, wine, vinegar, etc. off of stone floors. The longer an acid sits on the surface, the deeper the etching will be and the higher the cost to repair.
- Natural stone has different levels of porosity. It is recommend that you seal your floor to ensure lasting beauty in your investment.
- Always test cleansers on a small area before cleaning the entire floor.
- Once your tile is installed, it will be your responsibility to maintain caulking in heavy water usage areas to prevent damage.