

Natural Stone Information

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1.0 Important Information About Natural Stone

Natural stone is a natural material formed over thousands of years through geological processes. Because it is created by nature rather than manufactured in a controlled environment, every slab and tile will contain its own individual characteristics, markings, movement, texture, colour variation, veining, and natural inclusions.

No two pieces are identical, and variations between samples, photographs, showroom displays, and supplied material should be expected and accepted as part of the inherent beauty and uniqueness of natural stone.

Clients, builders, designers, fabricators, and installers should carefully review the information contained in this document prior to purchase, fabrication, or installation.

By proceeding with the purchase or use of natural stone products, the purchaser acknowledges and accepts the natural characteristics, limitations, and maintenance requirements associated with the material.

2.0 The Nature of Natural Stone

Natural stone has been used throughout history in architecture, sculpture, and construction due to its durability, timeless appearance, and unique visual appeal. Unlike engineered products, natural stone is not uniform or predictable in appearance.

Each slab may contain:

- Natural veins and movement
- Mineral deposits and markings
- Surface pits, pores, or fissures
- Shade and tonal variation
- Changes in pattern or crystal structure
- Resin-filled areas or repaired sections
- Variations in finish and reflectivity

These characteristics are considered normal and are not regarded as defects.

3.0 Variation Between Slabs

Natural variation is an expected feature of all stone products. Differences may occur between slabs from the same batch or block, including:

- Colour tone and intensity
- Veining and movement
- Density and mineral concentration
- Surface texture and polish
- Pattern direction and distribution

Small samples or photographs cannot fully represent the overall appearance of full slabs or completed installations.

It is recommended that slabs be viewed and approved prior to fabrication where possible.

4.0 Resin Filling & Surface Repairs

Many natural stone slabs undergo factory treatment during processing to improve stability and presentation. This may include the use of resin, fillers, mesh backing, or repair compounds to reinforce natural fissures, cavities, or open veins.

These treatments are standard industry practice and are commonly used throughout the global stone industry.

As a result:

- Filled areas may be visible under certain lighting conditions
- Surface texture may vary across the slab
- Resin or fillers may age or discolour over time
- Additional filling or repairs may be required during fabrication or installation

These occurrences are natural to the product and do not constitute a fault or manufacturing defect.

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5.0 Fissures, Veins & Natural Features

Natural stone may contain visible fissures, veins, crystal lines, pits, or open structures. These are naturally occurring geological features and should not be interpreted as cracks or structural failures.

Certain stone types are more delicate or expressive in appearance and may require additional care during handling, fabrication, transport, and installation.

The fabricator or installer is responsible for assessing the suitability of the material for the intended application and determining appropriate fabrication methods, reinforcement, and support requirements.

6.0 Thickness & Manufacturing Tolerances

As natural stone is cut and processed from raw blocks, minor dimensional variations may occur.

Industry tolerances generally allow for reasonable variation in slab thickness and sizing.

Minor irregularities are normal and should be considered during fabrication and installation planning.

7.0 Suitability for Application

Different stone types perform differently depending on the environment and intended use.

Some stones are softer, more porous, or more sensitive to acids, scratching, impact, moisture, UV exposure, or heavy traffic than others. Selection of an appropriate material should take into consideration:

- Internal or external use
- Exposure to sunlight and weather
- Kitchen or bathroom application
- Traffic levels
- Maintenance expectations
- Desired appearance over time

Natural stone will age and develop character with use. Surface wear, patina, etching, and minor marks may occur over time and are considered part of the natural ageing process.

8.0 Heat, Chemicals & General Use

Although many natural stones are heat resistant, sudden temperature changes or direct exposure to extreme heat may cause damage. To reduce risk of damage, it is recommended to:

- Use trivets or protective pads beneath hot cookware
- Avoid exposure to harsh chemicals or acidic substances
- Clean spills promptly
- Avoid abrasive cleaning products or pads

Certain substances including wine, coffee, citrus, vinegar, oils, bleach, and acidic cleaners may stain or etch some stone surfaces.

9.0 Sealing & Maintenance

Natural stone is porous to varying degrees and requires ongoing maintenance.

Sealing assists in reducing moisture absorption and staining but does not make stone stain-proof, waterproof, or maintenance-free. Recommended maintenance includes:

- Sealing prior to and after installation where appropriate
- Periodic resealing as required
- Cleaning with pH-neutral stone-safe products
- Prompt removal of spills and contaminants
- Avoidance of acidic or abrasive cleaners

Maintenance requirements will vary depending on the stone type, finish, application, and level of use.

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10.0 Inspection Prior to Fabrication

All stone should be thoroughly inspected prior to cutting, fabrication, or installation.

Once material has been cut, fabricated, installed, or otherwise processed, it is deemed accepted.

The purchaser, stonemason, fabricator, builder, or installer is responsible for ensuring the material supplied is suitable in appearance, finish, quantity, and quality prior to commencement of works

11.0 Limitation of Liability

BetterTiles supplies natural stone products only and does not provide installation, engineering, architectural, or fabrication services unless otherwise agreed in writing.

No guarantee or warranty is provided that natural stone will be free from variation, movement, fissures, porosity, staining, etching, scratching, or weathering.

To the maximum extent permitted by law, BetterTiles accepts no responsibility or liability for:

- Natural characteristics or variations within the material
- Damage arising from fabrication, handling, transport, or installation
- Incorrect application or unsuitable material selection
- Lack of maintenance or improper cleaning practices
- Wear and tear, staining, etching, fading, or weathering over time
- Damage caused by structural movement, impact, heat, chemicals, or environmental conditions

Clients are encouraged to obtain independent professional advice from qualified stonemasons, installers, architects, or consultants prior to specification and installation.

12.0 Acknowledgement

By purchasing, specifying, fabricating, or installing natural stone supplied by BetterTiles, the purchaser acknowledges that they have read and understood this document and accept the inherent characteristics and maintenance requirements associated with natural stone products.

