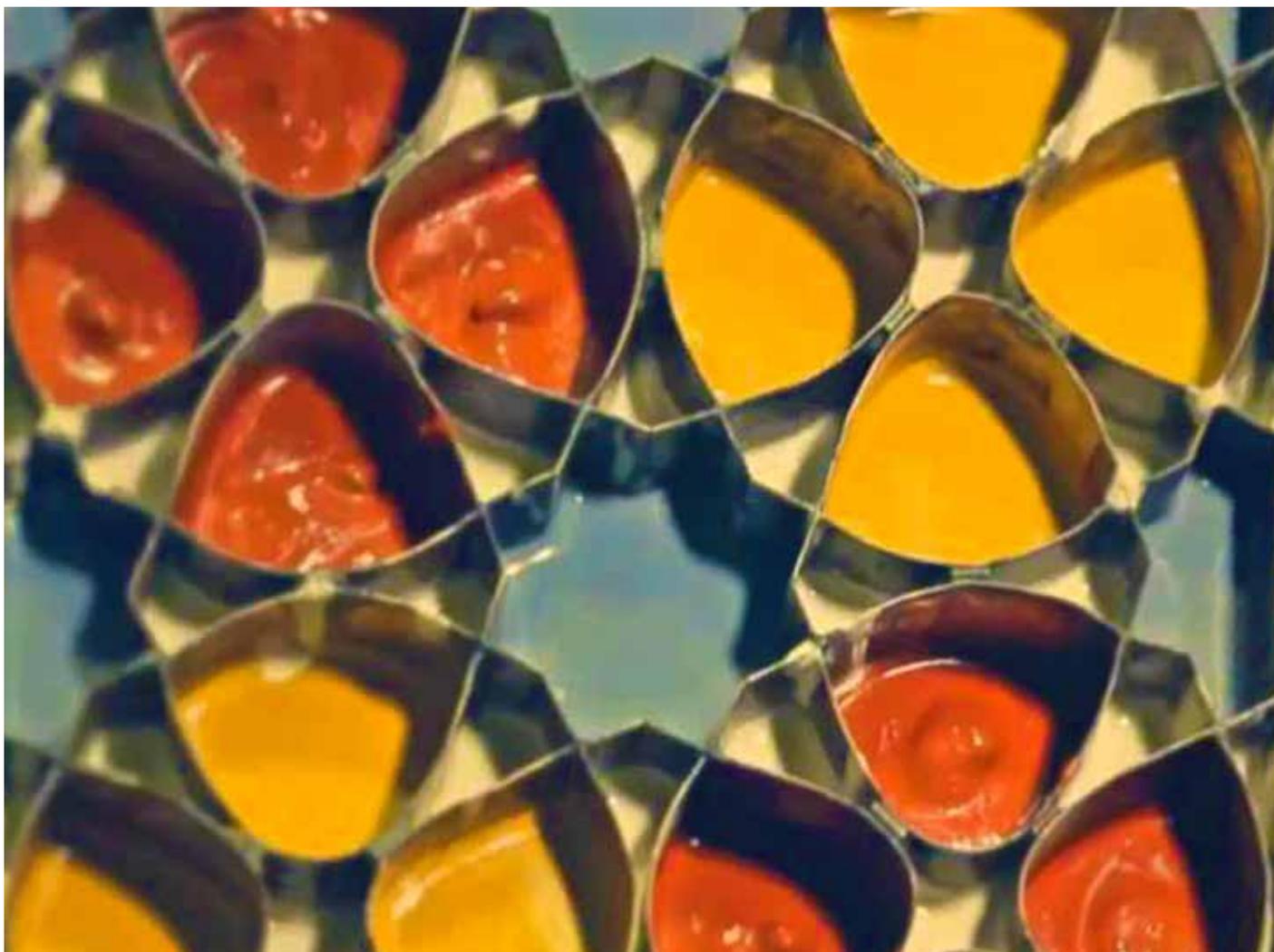


Cement tiles



STONE
SENSIES
EXCLUSIVE COLLECTIONS





Headquarters in Oostkamp (Bruges), Belgium, founded in 2000 by Julien Vanhollebeke.

Over thirty years of experience in the world of stone and ceramics was used to establish joint ventures with various companies abroad. New products with special niches are created by combining knowhow and specialised machinery.

Today, Stone Consulting is active in Asia, including China, India, Vietnam and Indonesia, and in North Africa, including Tunisia and Morocco.

On our website you will find information about the products we currently stock in our warehouses. Customers can check our available stock online via the website and place their order in real time.



We have developed a unique track and trace system for customers who purchase containers directly from our various partners. This programme allows customers to track the containers from order to delivery by means of an online logbook. At our companies abroad, a team is permanently at your disposal to ship the materials in the fastest and most suitable conditions and deliver them to their final destination all over the world.



After a successful start in 2000, a new milestone was inevitable. In 2010, all the special materials were brought under the branch name 'STONE SENSES'.



Julien Vanhollebeke
(CEO, Founder)

Stone Consulting nv
Gaston Roelandtsstraat 16
8020 Oostkamp Belgium
tel. +32(0)50 301410

info@stoneconsulting.eu
www.stoneconsulting.eu

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Region	p.46
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Delivery time when no stock is available

Orders between 01/12 and 31/01 arrival time - **ETA 31 March**

Orders between 01/02 and 30/04 arrival time - **ETA 30 June**

Orders between 01/05 and 31/07 arrival time - **ETA 30 September**

Orders between 01/08 and 30/11 arrival time - **ETA 31 January**

Can cement tiles be laid in the kitchen?

The use of cement tiles as a kitchen floor is not a problem.

The kitchen is usually used more intensively than the other rooms in your house, but the proper treatment of the cement tiles prevents many problems. The top layer of our cement tiles is a few millimetres thick, so they can take quite a pounding.

Our wide range of cement tiles ensures that there is always a suitable cement tile available that will give your kitchen just that little bit more character. Whether your home is classic, or ultramodern.



Cement tiles in the bathroom

The colourful patterns of a cement tile come to their true right also in a bathroom. However, make sure to see to a good impregnation.

It must be noted that the cement tiles may have to be treated a bit more than usual, if you use them in damp conditions, but their charming appearance will make it worth your while.



Cement tiles...the correct instructions

Origin of cement tiles

Long ago, the Moors brought the technique for cement tiles to Europe, after which the Spaniards and the Portuguese shared it with the whole world.

Have you fallen for the charm of cement tiles? Great! Cement tiles have the unique characteristic of setting a typical mood, which no other tile can hold a candle to.

Now that you have made a decision, we will definitely not leave you out in the cold. We will be happy to provide you with some tips regarding:

- Placement
- Grouting
- Impregnation
- Maintenance
- Cleaning

How cement tiles are made



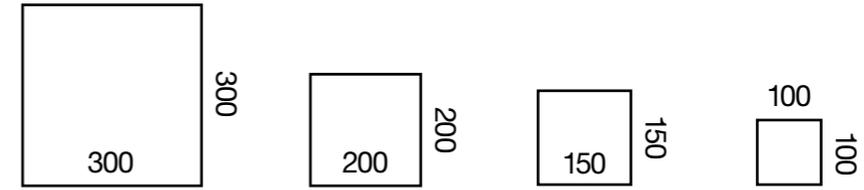
How to place cement tiles



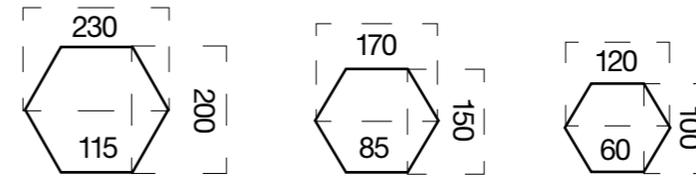
Formats and measures

(sizes in mm - thickness 16mm and 12mm)

Square



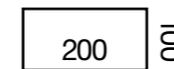
Hexagonal



Rectangular



Skirting



Mold



Frame = shape

Cement tiles...the correct instructions

Placement

Cement tiles must be placed on a flat, dry and clean surface. Moisture that is still present causes stains on the surface of the tile.

Leave enough space up to the finished floor 5mm for the glue so that you can work with a 10mm equalizing comb. Apply strong, flexible tile adhesive on the ground and on the back of the tiles.

Place tiles with the hand-no hammer-with a small joint (1 to 2 mm).

If you would like to decorate an area with cement tiles, then you should especially keep the width of the surface in mind, because the width of a space is a reference point; after all, you do not want to end up with half a drawing.

So, you must always start with the laying of cement tiles from the middle of a room.

It is recommended to make a drawing beforehand so that you can already know then how your drawing will end up regarding the width; the length plays a smaller "optical" role.

Grouting

Never use coloured grout. The tiles can absorb the pigment and it cannot be removed anymore. Fill the joints with a rubber grout squeegee. The excess grout should be removed immediately with a sponge and cloth. Never use acidic products to remove grout haze. They damage the surface of the tiles.

Impregnation

Considering that cement tiles are porous, it is recommended to protect the surface against penetration from dirt and stains.

Cement tiles are often impregnated before placement, but that is certainly not the rule.

Impregnation prevents the penetration of grout haze into the porous surface of the tiles during installation.

The disadvantage of this, however, is that after removal of the grout haze afterwards, this impregnation should be done once again. This can sometimes be rather labour intensive and expensive.

Im-pregna is a solvent solution that prevents water and oil from penetrating the tiles.

Im-pregna is a one-off impregnation, you will provide the cement tiles with an immediate and permanent protection against stains and water. Take note, acid stains are unavoidable.

The appearance of the tiles almost never changes.

Im-pregna will, however, give your tile a slight darkening. The tile remains matt, but is protected.

Im-pregna is to be applied with a brush on a dry, clean floor and wipe afterwards with a dry cloth.

Do not use too much, otherwise the excess will dry on the tiles and you will end up with stripes.

Do a test on one tile so you can see how much the tiles absorb.

By treating the tile with **Protect II**, you accelerate the natural saturation process. A nutritional natural soap can afterwards complete the saturation process (lasting for approximately three months).



Maintenance

Clean with a neutral soap that is suitable for calcareous natural stone. Never use strong detergents, acidic or chlorine products.

Stubborn stains can be removed with a scotch&brite abrasive scouring pad and/or a solvent.

Intensively used floors in bars, shops, restaurants, etc. These floors require a special treatment.

Carosol is a customised product, you offer your cement tiles years of protection and a pleasant maintenance.



Cleaning

Clean the tiles with clean water after placement. You will remove the thin layer of pigment powder that may still be present on the surface. Important, clean only one square meter at a time. Use very clean water.

If grout has presented.

After insertion, you can remove the remaining grout haze with **Cena**. This remover is specially designed for calcareous tiles and must be used very accurately.

The best result will be obtained when you first treat one tile with undiluted product and then the tile next to it diluted with the dosage indicated on the bottle. The result must be the same, if not, the proportion must be adjusted.

Make sure each time that you do not treat large areas in one go. The product must be spread evenly over the tiles.



If there is no grout haze present.

For a thorough cleaning of your cement tiles after removing the grout haze, or if there was no grout haze present, it is best to use **Piraat**.

Piraat removes all severe contamination. It is also best to treat one tile with undiluted product and to rinse it thoroughly and then the tile next to it with the proportion as indicated on the bottle.

If the result is good, you can treat the entire floor. Take note to never treat large areas in one go.



Test report



TỔNG CỤC TIÊU CHUẨN ĐO LƯỜNG CHẤT LƯỢNG
TRUNG TÂM KỸ THUẬT TIÊU CHUẨN ĐO LƯỜNG CHẤT LƯỢNG 3
QUALITY ASSURANCE & TESTING CENTER 3

KT3-1907XD4	PHIẾU KẾT QUẢ THỬ NGHIỆM TEST REPORT	18/06/2014 Page 01/01
-------------	---	--------------------------

1. Tên mẫu/ Name of sample : GẠCH XI MĂNG LÁT NỀN
 2. Số lượng mẫu/ Quantity : 01 (20 viên / pieces)
 4. Ngày nhận mẫu/ Date of receiving : 09/06/2014
 5. Thời gian thử nghiệm : 10/06/2014 - 18/06/2014
 Testing duration
 6. Nơi gửi mẫu: CÔNG TY CỔ PHẦN THƯƠNG MẠI VIỆT TILES
 Customer MrM Center, Lầu 2B, 116 – 118 Nguyễn Thị Minh Khai, P6, Q3, TP. Hồ Chí Minh
 7. Kết quả thử nghiệm/ Test result :

Tên chỉ tiêu Characteristic	Phương pháp thử Test method	Kết quả thử nghiệm Test result					
		1	2	3	4	5	TB
1. Kích thước cơ bản, Dimension	TCVN 6065: 1995 Phần 5.2						
• Chiều dài/ length		200,0	200,1	200,0	200,0	200,0	200,0
• Chiều rộng/ width		199,9	199,9	199,9	200,0	199,9	199,9
• Chiều dày/ thickness		16,4	16,2	16,0	16,1	16,3	16,2
• Chiều dày lớp mặt Coating thickness		2,5	2,8	2,7	3,0	2,9	2,8
• Độ vuông góc Rectangularity		0,10	0,10	0,25	0,20	0,20	0,17
• Chiều dày lớp chân Bottom thickness		13,9	13,4	13,3	13,1	13,4	13,4
• Độ phẳng mặt/Straightness		0,10	0,15	0,10	0,15	0,05	0,11
2. Độ hút nước, Water absorption	TCVN 6355 : 2009 Phần 4	10,1	9,9	10,1	10,1	10,0	10,0
3. Tải trọng uốn gãy toàn viên, kN Breaking bending load	TCVN 6065: 1995 Phần 5.6	1,16	1,10	1,31	1,32	1,25	1,23
4. Độ chịu lực xung kích, lần Impact test,	TCVN 6065 : 1995 Phần 5.5	LH	LH	LH	LH	LH	LH
5. Độ mài mòn bề mặt, Surface to abrasion	TCVN 6065 : 1995	0,38	0,42	0,40	0,37	0,39	0,39
6. Độ cứng lớp mặt Surface hardness	TCVN 6065 : 1995 Phần 5.7	Đạt	Đạt	Đạt	Đạt	Đạt	Đạt
		Pass	Pass	Pass	Pass	Pass	Pass

Ghi chú/ Notice : TB: Trung bình/ Average; LH: Lớn hơn/ Over

PHỤ TRÁCH PTN XÂY DỰNG
HEAD OF CIVIL ENGINEERING TESTING LAB.


Trần Huỳnh Chương

PHÓ GIÁM ĐỐC
VICE DIRECTOR


Trần Thanh Sơn



1. Các kết quả thử nghiệm ghi trong phiếu này chỉ có giá trị đối với mẫu do khách hàng gửi đến/ Test results are valid for the sample submitted sample(s) only.
 2. Không được trích sao một phần hoặc toàn bộ kết quả thử nghiệm này nếu không có sự đồng ý bằng văn bản của Trung tâm Kỹ thuật 3.
 This Test Report shall not be reproduced, except in full, without the written approval of Quatest 3. N/A: không áp dụng.
 No applicable.
 3. Tên mẫu, tên khách hàng được ghi trên đây của các bộ phận của khách hàng/ Name of sample and customer are written as customer's request.
 4. Độ không đảm bảo do tính ngẫu nhiên được tính với k = 2, mức tin cậy 95 %. Khách hàng xin thể hiện ý kiến của mình để biết thêm thông tin.
 Estimated expanded uncertainty of measurement with k = 2, at 95 % confidence level. Please contact Quatest 3 at the below address for further information.

Head Office: 49 Pasteur, Q1, Hồ Chí Minh City, VIỆT NAM Tel: (84-8) 3829 4274 Fax: (84-8) 3829 3012 Website: www.qlatest3.com.vn
 Testing: 7 Road 1, Bàu Hào 1 Industrial Zone, Đồng Nai Tel: (84-61) 383 6212 Fax: (84-61) 383 6298 E-mail: qd-dochuan@qlatest3.com.vn

Lần sửa đổi: 4 B019 (03/2012) M03-T - TTTN09







Construction Material Laboratory
 Test Report No: INL14/0741
 Date: Oct 27, 2014
 Page 1 of 1

1. Client's name / Tên khách hàng : CÔNG TY CỔ PHẦN THƯƠNG MẠI VIỆT TILES
 2. Client's address / Địa chỉ : MRM CENTER, LẦU 2B, 116-118 NGUYỄN THỊ MINH KHAI, P.6, Q.3, TP. HCM

The following sample(s) was/were submitted and identified by the client as:
 Các thông tin nhận dạng mẫu do khách hàng cung cấp:

3. Name of sample / Tên mẫu : ENCAUSTIC CEMENT TILES / GẠCH BÔNG
 4. Quantity / Số lượng mẫu : 01 sample / mẫu (6 pieces / viên)
 5. Date of receiving / Ngày nhận mẫu : Oct 15, 2014
 6. Date of testing / Ngày thử nghiệm : From / từ Oct 15, 2014 to / đến Oct 27, 2014
 7. Test method / Phương pháp thử : ASTM C1028 - 07 Standard Test Method for Determining the Static Coefficient of Friction of Ceramic Tile and Other Like Surfaces by the Horizontal Dynamometer Pull-Meter Method
 8. Test result / Kết quả thử nghiệm : See below / Xem bên dưới



SGS authenticate the photos on original report only/ SGS chỉ xác thực các hình ảnh trong báo cáo chính thức

Characteristic / Tên chỉ tiêu	Test result / Kết quả thử nghiệm
a. Static coefficient of friction for dry surface (F ₀) Hệ số ma sát tĩnh cho bề mặt khô	0,89
b. Static coefficient of friction for wet surface (F _w) Hệ số ma sát tĩnh cho bề mặt ướt	0,65

*** END OF THE REPORT ***

Signed for and on behalf of
SGS Vietnam LTD
 Thay mặt công ty

Nguyen Duong Minh Duc
 Construction Lab Manager
 Industrial Services

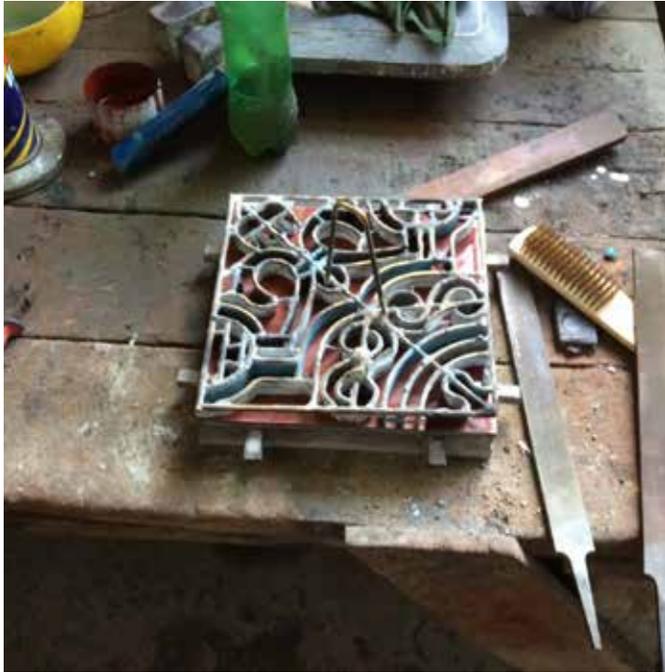
"This document is issued by the Company subject to its General Conditions of Service printed overleaf, available on request or accessible at www.sgs.com/terms_and_conditions.htm and, for electronic format documents, subject to Terms and Conditions for Electronic Documents at www.sgs.com/terms_e-document.htm. Attention is drawn to the limitation of liability, indemnification and jurisdiction issues defined therein. Any holder of this document is advised that information contained hereon reflects the Company's findings at the time of its intervention only and within the limits of Client's instructions, if any. The Company's sole responsibility is to its Client and this document does not constitute parties to a transaction from exercising all their rights and obligations under the transaction documents. This document cannot be reproduced except in full, without prior written approval of the Company. Any unauthorized alteration, forgery or falsification of the content or appearance of this document is unlawful and offenders may be prosecuted to the fullest extent of the law."

Unless otherwise stated the results shown in this test report refer only to the sample(s) tested and such sample(s) are retained for 30 days only

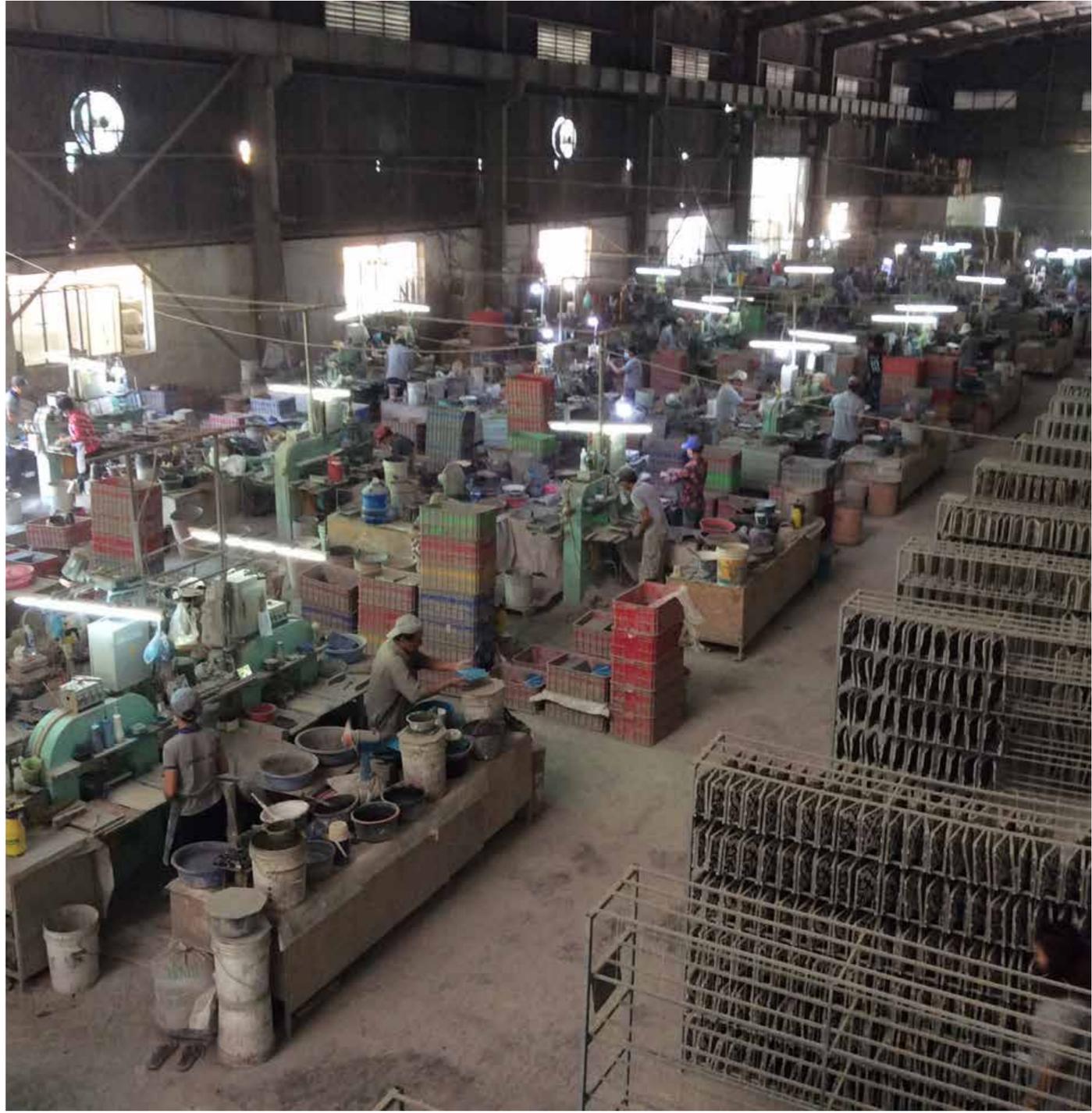
SGS Vietnam Ltd | Lot 8/21, 18/34 St, Industrial Zone 16, Tan Binh-12, Tan Phu Dist, HCMC, S. R. Vietnam | 84-8 38 130 955 | 84-8 38 130 056 | www.sgs.com

SCNP 42 - 01/11/17

Production process



Factory



Cement Tiles



1000 - 5095



2000 - 5094



2002 - 5097



2005 - 5098



2007 - 5456



2015 - 5455



3005 - 5457



3006 - 5458



3029 - 5459



3032 - 5465



4005 - 5464



4007 - 5460



4012 - 5099



4013 - 5461



4018 - 5466



4025 - 5462

Cement Tiles

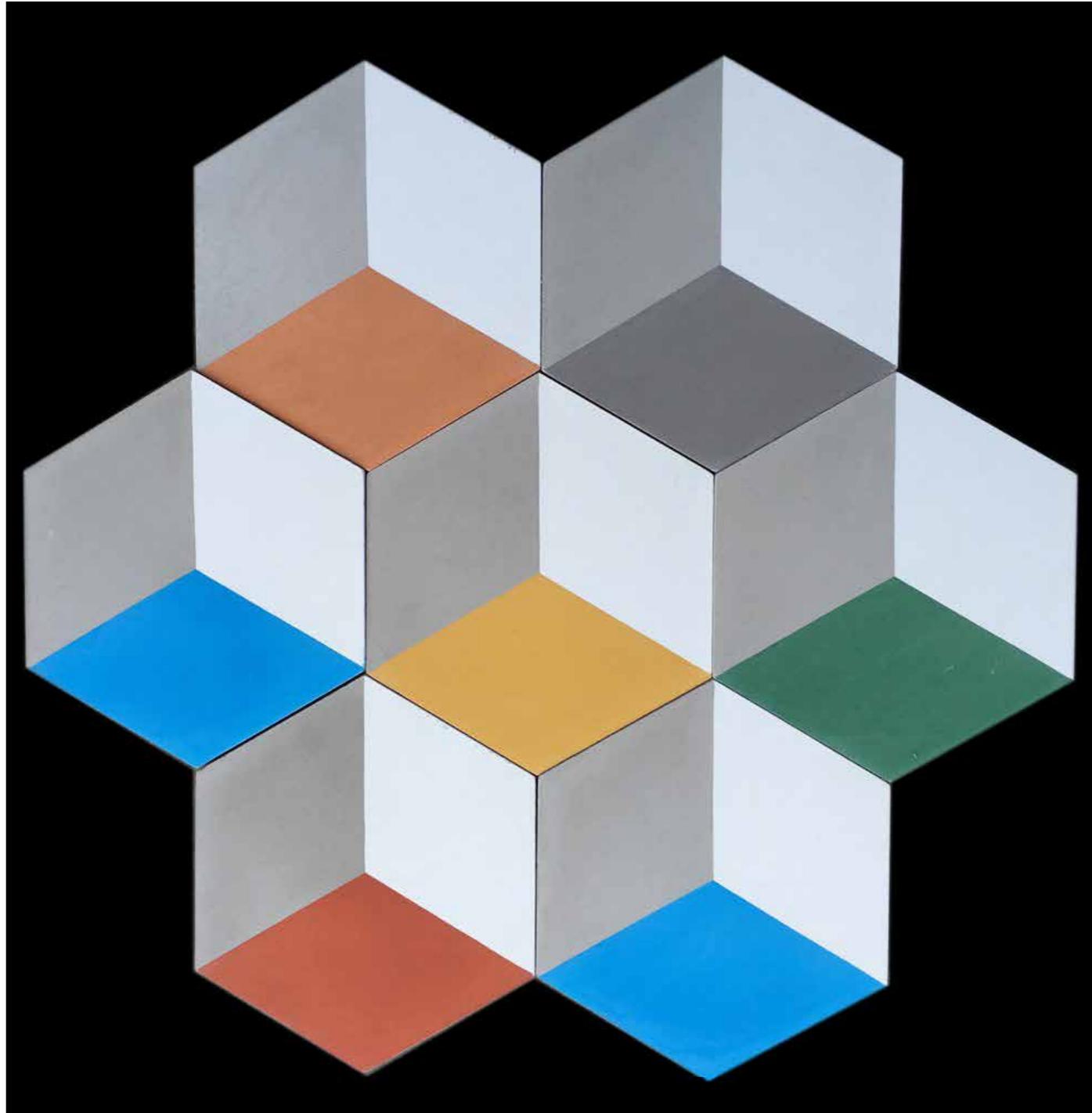
(Also available in 200 x 200 x 12 mm)



Patchwork Plain - 5998

Cement Tiles

(Also available in 200 x 200 x 12mm)



3D - Patchwork - Cubic Hex - 200 X 230 X 16 mm - 5470

Cement Tiles

(Also available in 200 x 200 x 12 mm)

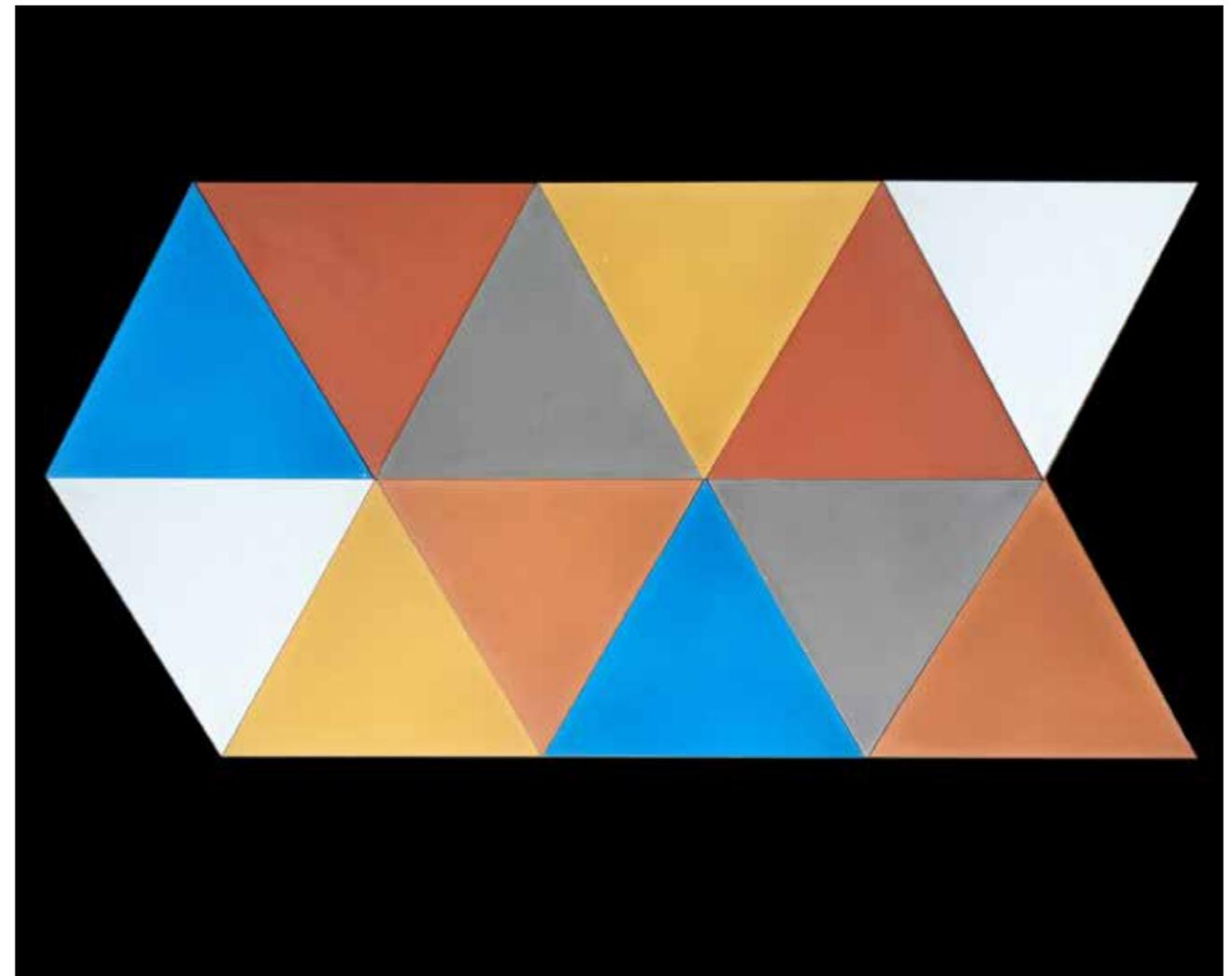


5004 - 5467

6003 - 5468

6004 - 5096

7004 - 5463



Triangle - Patchwork - 340 X 340 X 16 mm

Cement Tiles - Hexagon



VH 20 - 01



VH 20 - 01



VH 23 - 01
only available in 200 x 200 x 12 mm

Cement Tiles - Hexagon



VH 23 - 01



VH 23 - 02



VH 23 - 02
only available in 200 x 200 x 12 mm



VH 23 - 01



VH 23 - 01



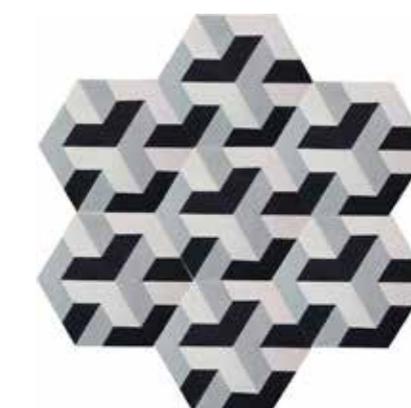
VH 20 - 02



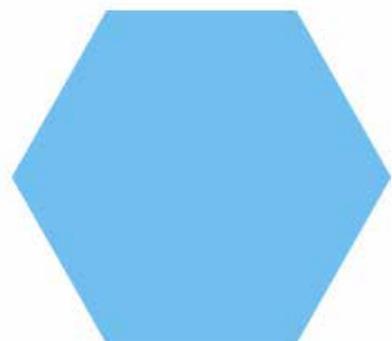
VH 20 - 02



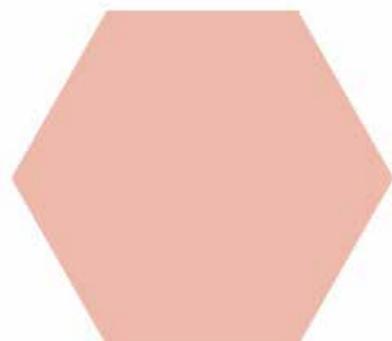
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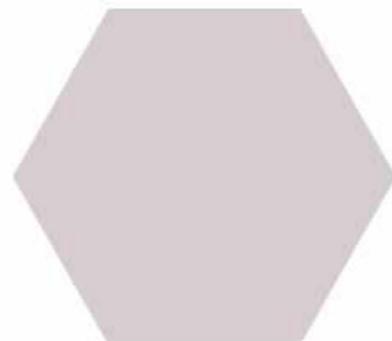
VH 23 - 03



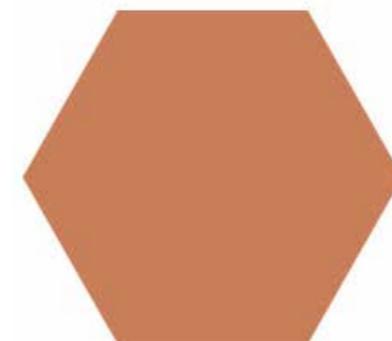
VH 4007



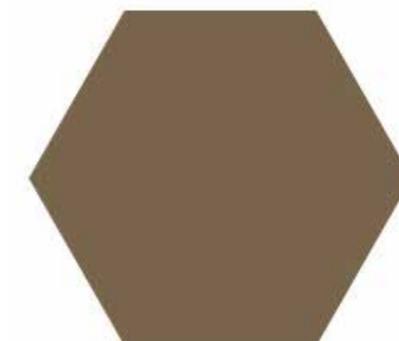
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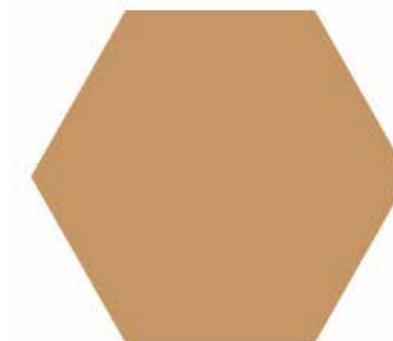
VH 1004



VH 5006



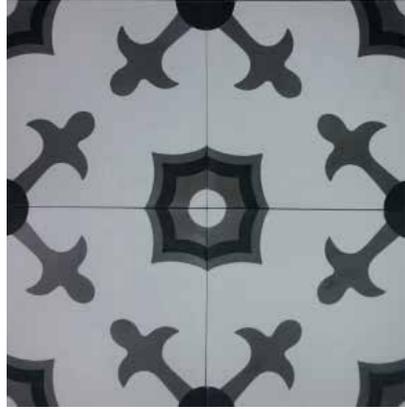
VH 6004



VH - 7001

Cement Tiles

(Also available in 200 x 200 x 12 mm)



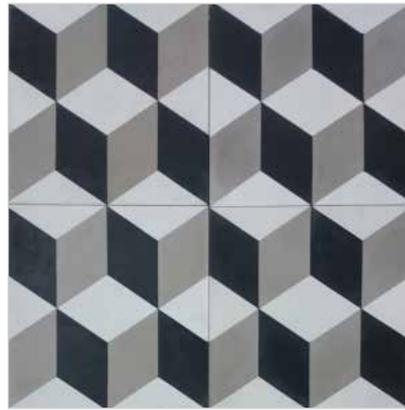
CC52 - 5092



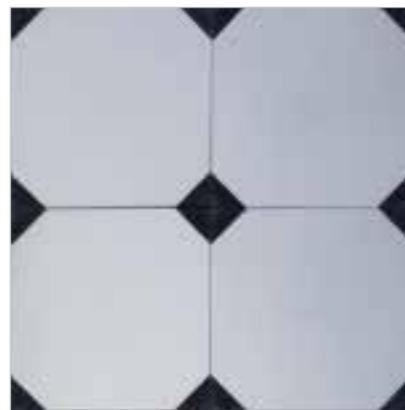
MN 11 - 5086



CT 35 - 5065
only available in 200 x 200 x 12 mm



CT 38 - 5100



CC20 - 157



CT 65



CC52 - 5092



CC24 - 5090



CT09 - 5084

Cement Tiles

(Also available in 200 x 200 x 12 mm)



CT 65 - 5088

Cement Tiles

(Also available in 200 x 200 x 12mm)

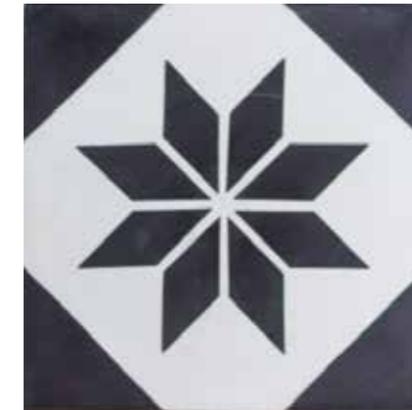


Cement Tiles

(Also available in 200 x 200 x 12 mm)

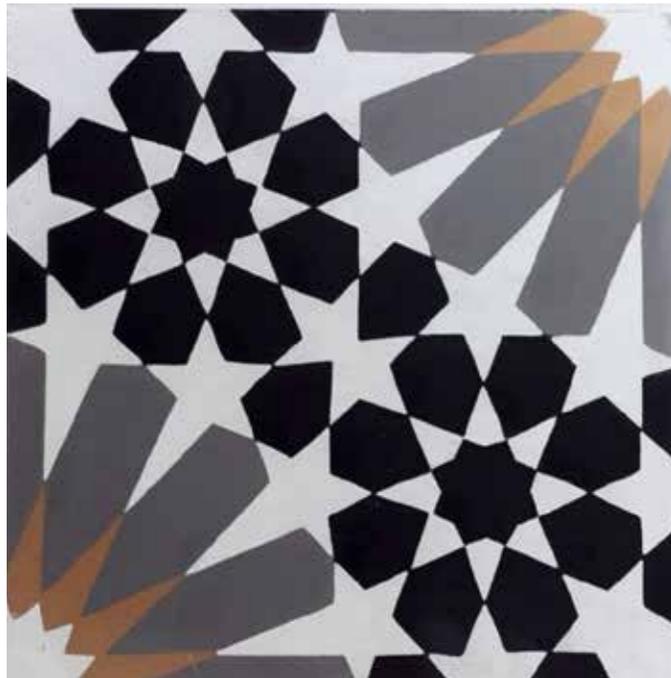


a



Cement Tiles

(Also available in 200 x 200 x 12 mm)



Cement Tiles

(Also available in 200 x 200 x 12 mm)



Cement Tiles

(Also available in 200 x 200 x 12 mm)



Cement Tiles

(Also available in 200 x 200 x 12 mm)



CC10 - 5091



MC74 - 5087



CT17 - 5089



CT 49



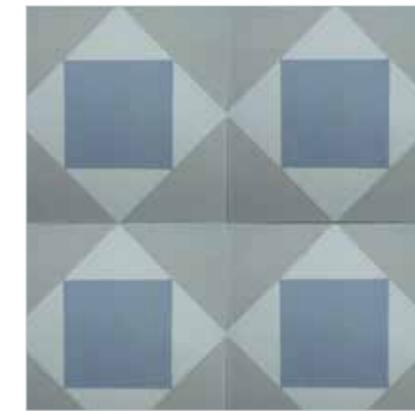
MN 32



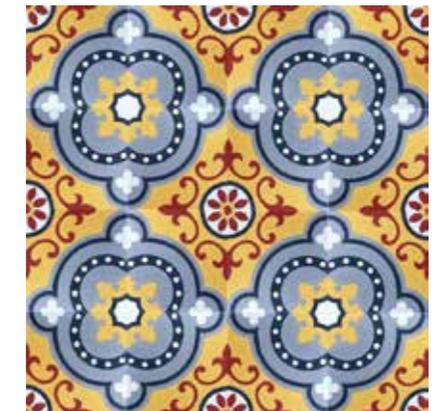
V 20 - 027 - 5102



V 20 - 215



V 20 - 216



VTS - 134

Cement Tiles

(Also available in 200 x 200 x 12 mm)



SBS001



SBS002



SBS003



SBS004



SBS005



SBS007



SBS008



SBS009



SBS010

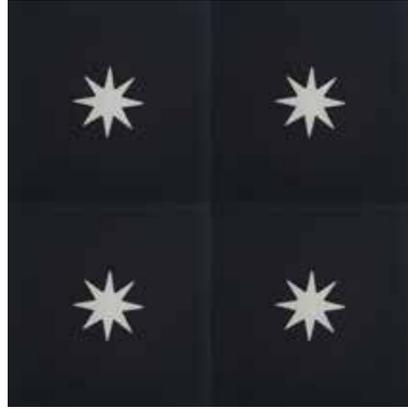
Cement Tiles

(Also available in 200 x 200 x 12mm)

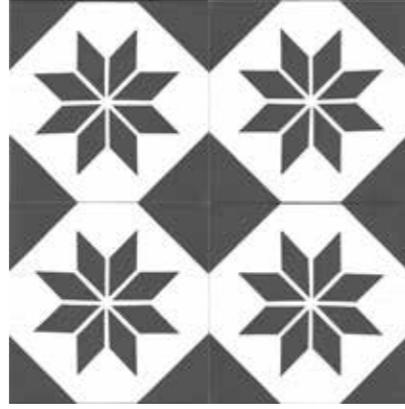


Cement Tiles

(Also available in 200 x 200 x 12mm)



CU002H



CU029A



FL01AD

Cement Tiles

(Also available in 200 x 200 x 12mm)



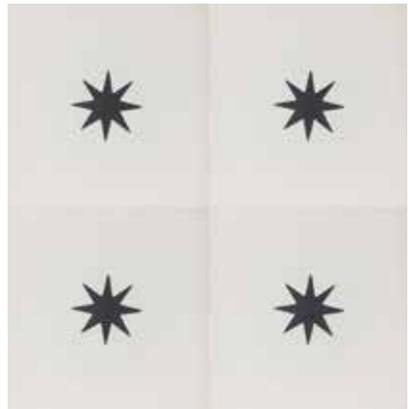
FL002B



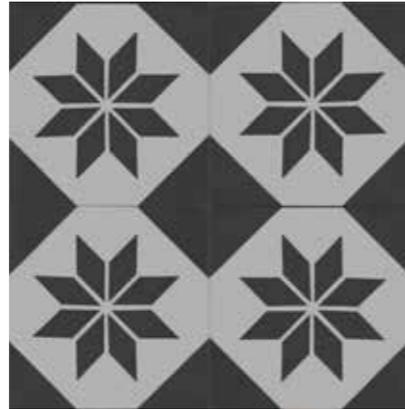
FL014A



FL017A(BO)



CU002J



CU029B



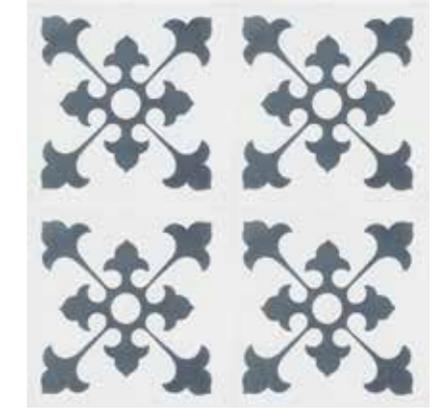
FL001V



FL002D



FL014D



FL017F



CU015A



FL010H



FL010H(MB)



FL002X



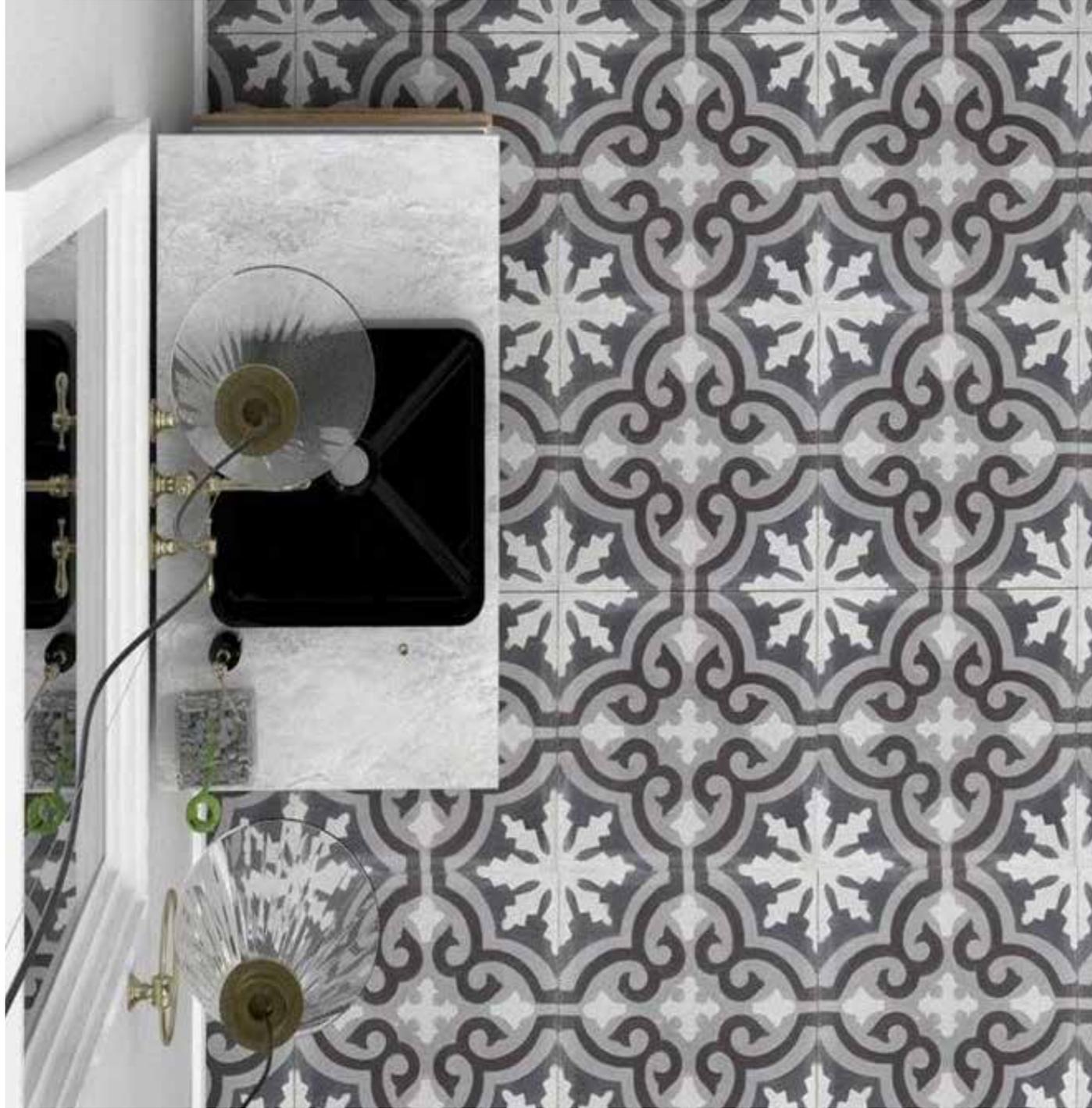
FL021D



FL028G

Cement Tiles

(Also available in 200 x 200 x 12 mm)

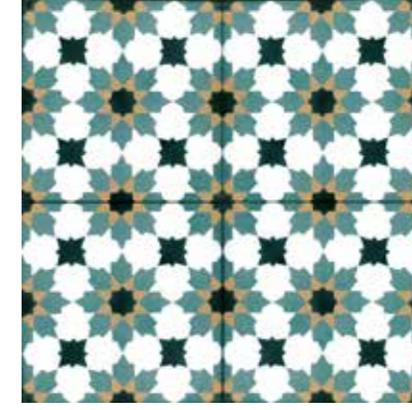


Cement Tiles

(Also available in 200 x 200 x 12 mm)



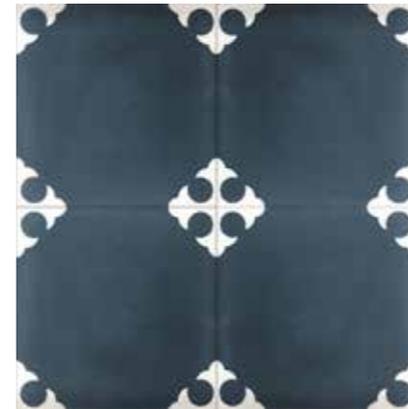
FL029A



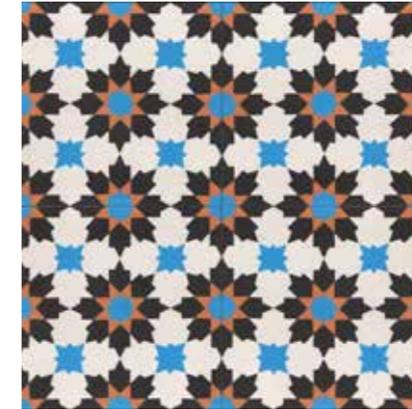
FL034B



FL065B



FL029B



FL034C



FL065C



FL028H



FL034H



FL068A

Cement Tiles

(Also available in 200 x 200 x 12 mm)



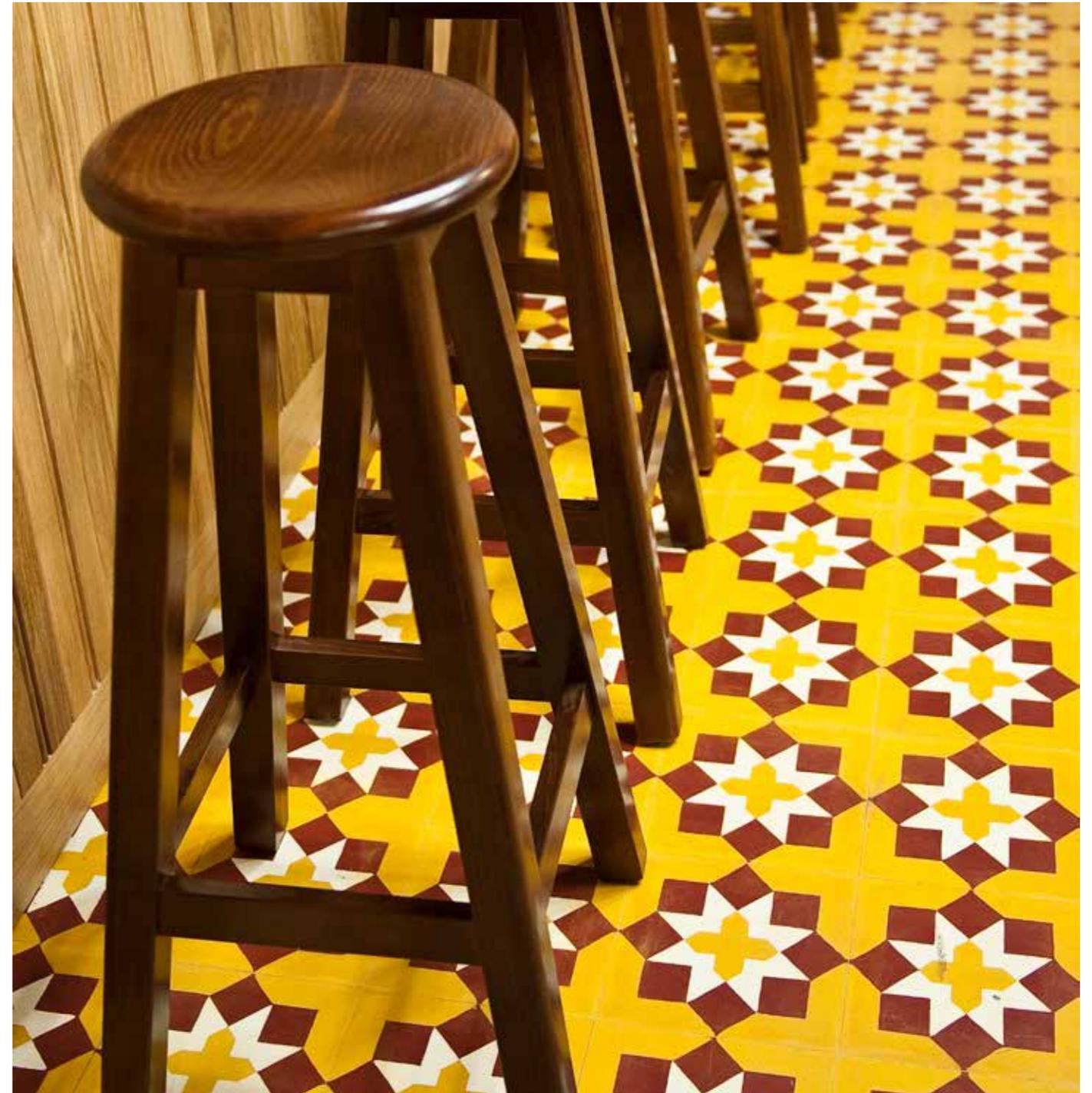
Cement Tiles

(Also available in 200 x 200 x 12 mm)



Cement Tiles

(Also available in 200 x 200 x 12 mm)



Cement Tiles

(Also available in 200 x 200 x 12 mm)



Patchwork Design

Cement Tiles

(Also available in 200 x 200 x 12 mm)



Patchwork Design

Cement Tiles - Borders

(Also available in 200 x 200 x 12 mm)



Cement Tiles - Borders

(Also available in 200 x 200 x 12mm)



Cement Tiles - Borders and corners



V20C-001
(1000, 5003, 5005)



V20B-001 (
1000, 5003, 5005)



V20BC-001
(1000, 5005, 5003)



V20C-002
(1000, 2000)



V20B-002
(1000, 2000)



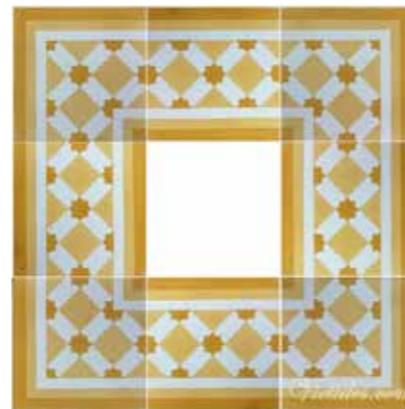
V20BC-002
(1000, 2000)



V20C-007
(1000, 7004, 7010)



V20B-007
(1000, 7004, 7010)



V20BC-007
(1000, 7004, 7010)

Cement Tiles - Borders and corners



V20C-001 (1000, 2000, 2019)



V20B-001 (1000, 2000, 2019)



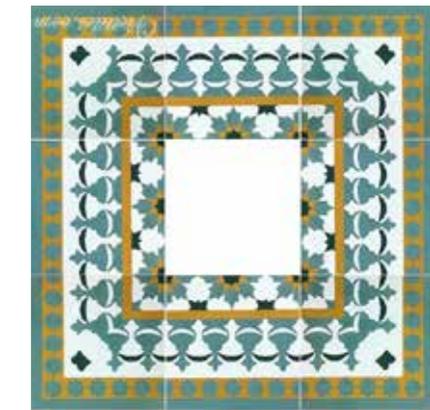
V20BC-001 (1000, 2000, 2019)



V20C-003
(1000, 3014, 7001, 7116U)



V20B-003
(1000, 3014, 7001, 7116U)



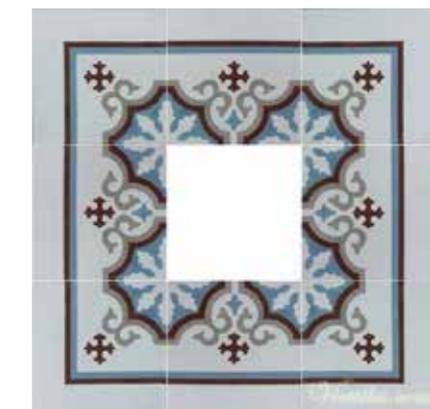
V20BC-003
(1000, 3014, 7001, 7116U)



V20C-001 (1000, 2000,
2019)



V20B-004
(1005,2005,6001,4001)



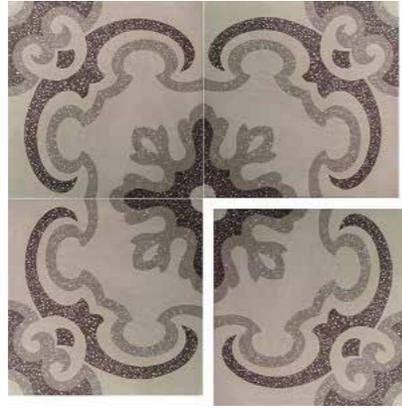
V20BC-004

Terrazzo Tiles

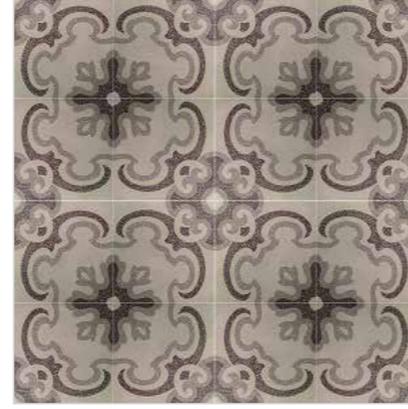
(Also available in 200 x 200 x 12mm)



VT20-001



VT20-001



VT20-001



VT20-002



VT20-002



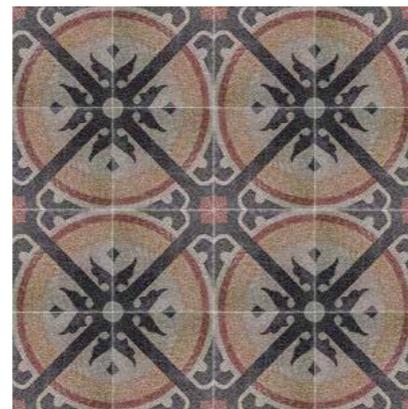
VT20-002



VT20-003



VT20-003



VT20-003

Terrazzo Tiles

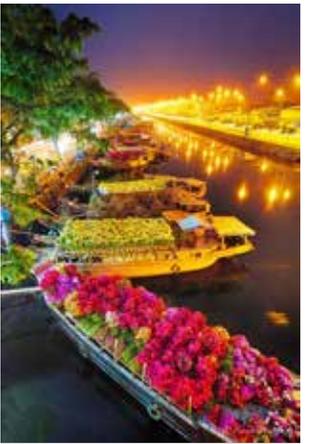
(Also available in 200 x 200 x 12mm)



Workshop



Region



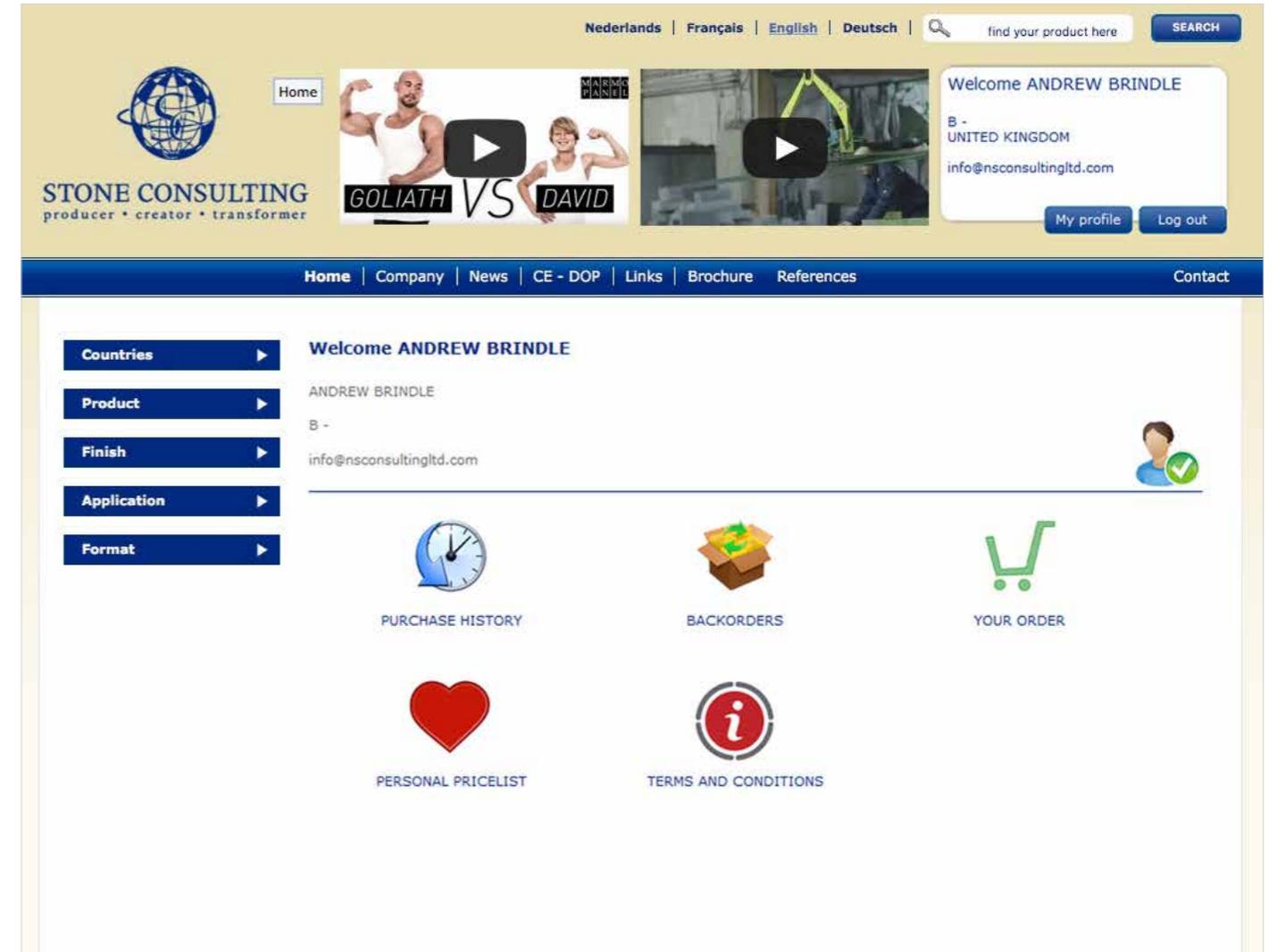
Visit our website and order online.



Step 1:
Go to [www.stoneconsulting.com](#) and enter username and login.
Your personal username and login can be requested via our website
- click ' [Request Username and Password](#) '.

It's simple and easy!

Visit our website and order online.



Step 2:
Once logged in you can consult your personal pricelist.

Visit our website and order online.

The screenshot shows the Stone Consulting website interface. At the top, there are navigation links for languages (Nederlands, Français, English, Deutsch) and a search bar. Below the header, there's a banner with a video player and a welcome message for Andrew Brindle. The main content area displays search results for 'cement tiles' with filters for Countries, Product, Finish, Application, and Format. Four product tiles are shown with their respective prices and stock status.

Product	Price (excl. VAT)	Stock Status
CEMENT TILES - VTN - 4025 - STEEL BLUE - 200X200X16	€ 32,00 / m2	In stock
CEMENT TILES - VTN - 5004 - RED - 200X200X16	€ 32,00 / m2	In stock
CEMENT TILES - VTN - 6003 - MAROON BROWN - 200X200X16	€ 32,00 / m2	In stock
CEMENT TILES - VTN - 6004 - MOUTARDE/BROWN - 200X200X16	€ 35,50 / m2	In stock

These prices are exclusive unit prices

Step 3:
Consult our current stock in your personal pricelist and order directly online.

It's simple and easy!

Visit our website and order online.

The screenshot shows the Stone Consulting website interface with the shopping cart. The cart contains one item: 'CEMENT TILES - VTN - 4025 - STEEL BLUE - 200X200X16'. The total price including VAT is € 38,72.

Description	Price (excl.)	Quantity	Total (excl.)	VAT
004809 CEMENT TILES - VTN - 4025 - STEEL BLUE - 200X200X16	€ 32,00	1	€ 32,00	21.00%

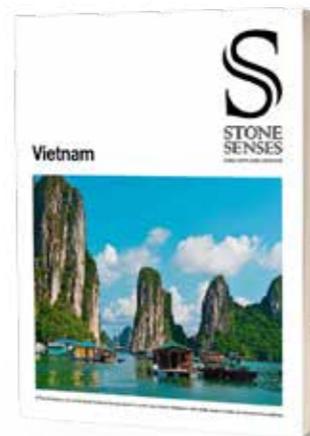
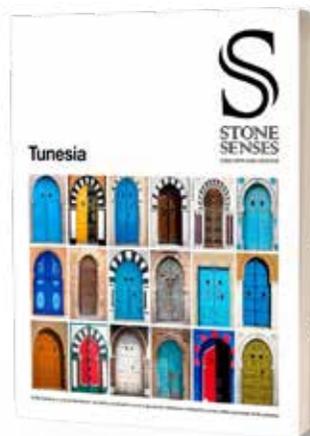
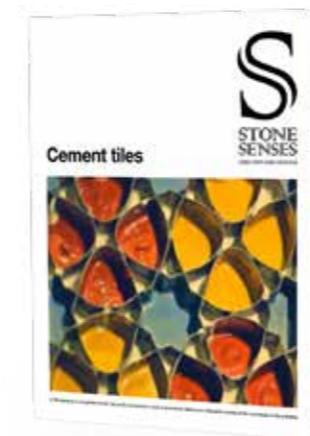
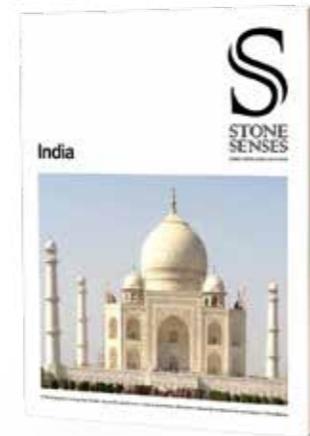
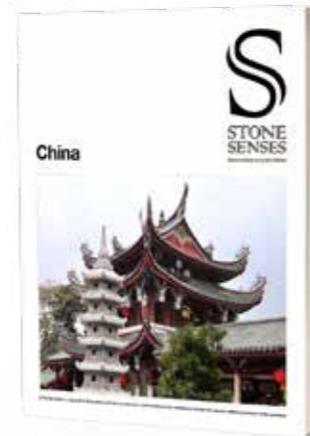
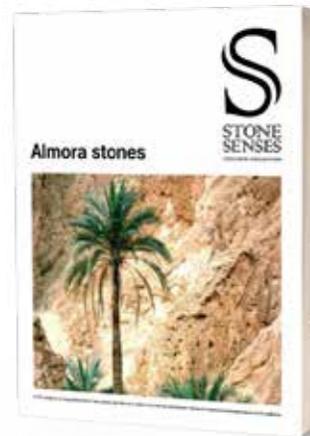
Total	
Total (excl. VAT)	€ 32,00
VAT	€ 6,72
Total (incl. VAT)	€ 38,72

Buttons: Save this order, To checkout

Step 4:
Checkout. Your order is ready to be shipped!

Download more brochures of our exclusive stones by clicking on the cover.

Download more brochures of our exclusive stones by clicking on the cover.



ETHICAL TRADING & HEALTHY ENVIRONMENT POLICY

- Employment is freely chosen with no forced, bonded or involuntary labor.
- Workers have the right to join or form trade unions of their own choice and to bargain collectively.
- A safe and healthy working environment is provided.
- Child labor is not engaged.
- Wages always enough to meet basic needs and to provide some discretionary income.
- Working hours are not excessive and comply with national laws and benchmark industry standards.
- Workers are treated equally regardless of race, caste, national origin, religion, age, gender, marital status sexual orientation, union membership or political affiliation.
- Regular employment for individuals is provided where work is ongoing.
- No harsh or inhumane treatment of workers.
- Physical abuse (or threat of) other harassment including verbal abuse or intimidation prohibited.

Owing a great deal to society, Our group firmly believes that 'human beings are at centre of all the developmental activities' and hence it discharges its social responsibility for welfare and well-being of the employees and society at large and at the same time encourages Employee Volunteering leading to employee's satisfaction and corporate sustainability.

General conditons

1. General information relating to our products

Optical variations and nuances in colour may occur compared with the exhibited or illustrated products in our catalogue or on the exhibited sam- ples at our distributors. Changes in colour may occur due to climatological influences. Veins, pores and hairline cracks are an integral part of the surface of natural stone and are not a reason to complain or reject the products, or for a reduction in price. the names of the products are also in no way related to the geographical origin.

2. Information about specific products in our range

For all products delivered loose or in big bags, as well as all products delivered in crates, we can only give indicative gures calculated on the average or the indicative weight. Reasons beyond our control (such as rain, snow, irregular cobble thicknesses) may a ect the number of pieces per m² and the weight/tonne. We are therefore unable to accept any complaints if the di erence is less than 5% compared with the indications given by us. If the di erence is greater than 5% to the detriment of the customer, we can only accept your complaint with the approval of the sales department. For grey Kandla cobbles, it is possible that a er being installed, some of the cobbles display beige or brown marks. is is a natural phenomenon speci c to grey Kandla stone and does not a ect the quality of the stone. is phenomenon will quickly decrease a er several periods of frost.

Products of a certain length (such as marginal strips, palisades, steps, etc.) are more di cult to produce without minor repairs with a repair cement on a synthetic base. These minor repairs are perfectly acceptable in the world of natural stone and therefore give no grounds for complaint.

Honed tiles are much more susceptible to scratches. We therefore recommend using protective caps beneath your garden furniture, barbecue, etc.

3. Advice prior to ordering

An important tip: always order 5% more material than you have measured for.

there can be up to 5% breakage or dimensional variation in every order of natural stone. Broken tiles can always be used where cut tiles are required and are therefore not wasted. Be sure therefore to order extra to allow for this breakage. Any back-orders are entirely at the buyer's expense. Broken tiles should always be kept available. e larger the tiles, the more cutting may be required. Bear this in mind. An advance payment of 50% must be paid for orders of special custom work not in our normal range. Also, these special orders may not be cancelled.

Delivery dates for items not in stock are indicate and dependent on in uences over which Stone Consulting (Stone Senses) has no control. You are not entitled to cancel the order if these indicative delivery dates are exceeded.

To minimise colour and dimensional variations, we recommend installing orders in one go so that the work can be carried out in one go. For larger sites we recommend ordering 3 months in advance so that the material can be produced and delivered all at once.

4. Product returns

Collected or delivered products are never taken back, except in the case of an error on the part of Stone Consulting (Stone Senses).

Exceptions can only be allowed with the written consent of our sales department. All returned products are reduced by 20% in value and should be in perfect condition and in the original packaging. Any costs incurred by the return (transport, pallets in poor condition, etc.) are invoiced in full.

Installation and maintenance.

1. Installation tips - **ATTENTION: INSTALLATION = ACCEPTANCE OF THE PRODUCTS**

Dimensional variations in relation to the locally prevailing standard may occur in natural stone. e national standards of the country of origin may di er from European standards. ere should not be any problems if the products are installed as prescribed by the BBRI in Belgium or other equivalent local regulations. e tiles should always be inspected and cleaned prior to installation. Once the product has been installed, no further complaints will be accepted. During installation, please always mix products from di erent packs together to obtain a natural variation in colour. Only white cement and pure washed sand must be used. Natural stone has a certain porosity, and the stones may discolour or display marks if yellow or red sand and grey cement are used. On a watertight base, always maintain a gradient of 1.5 cm / running metre. Complaints will only be considered if the complaint is visible from at least 2 metres without backlight and the products are dry.

Any complaints must be made in writing to Stone Consulting (Stone Senses) within 8 days of delivery.

We also recommend taking photos and not using these products. We consider the products to have been approved from the time they are installed, and from that point on we will also no longer accept any complaints due to visible defects.

Hidden or invisible complaints that cannot be identi ed on delivery are declared no longer admissible 3 months a er the date of delivery. Our teams can no longer visit the site without having rst received photos. Our many years of experience have taught us that many problems can be resolved straightaway over the phone with the help of photos and one or two useful questions.

2. Tips for joints

We always advise installing all stones with a joint of at least 4 mm. Any dimensional tolerances and stresses associated with di erences in tempera- ture can thus be avoided. If installing on split, a 2 mm joint is su cient. e choice of joint and joint sealer should be determined before installing the tiles. e base and joints should have the same porosity. If you opt for non- exible joints, expansion joints should be provided at each wall. For large terraces we recommend installing expansion joints every 5 metres. If you are planning a screed or caisson in concrete, you should also plan the same expansion joints as for your tiles.

We advise against adding aggregates to your joint mixture. Certain aggregates prevent moisture from evaporating and can therefore cause marks on your tiles.

Certain joint mortars leave traces on your tiles, so carry out a test before applying the mortar to the entire surface (see result a er 24 hours). In this way you will avoid unpleasant surprises when cleaning a er jointing.

3. Tips for installing certain products.

Travertine-type limestone for outdoor use (thickness 3 cm) is much more sensitive to meteorological changes and must therefore be glued accord- ing to the butter principle (i.e. glue bottom of tile and screed along both sides). e gradient of 1.5 cm per running metre must be maintained. For the joints we recommend ragging them with a ready-to-use product based on white cement, or with a mixture based on white cement. Ragging should be done with a puller to compact all the small holes in the tile. A er drying, we recommend applying a double protective coating to saturate all the pores in the tiles.

Cleaning should be with a nourishing non-acid soap of the Marseille type.

For lime rocks (e.g. bluestone, slate, travertine, etc.) we recommend installing these on a thin sand cement and never on a bed of gravel, which could break the stones. We strongly advise against installing these tiles on tile supports. If you are installing large tiles (more than 40/40) on tile supports, we recommend using an extra tile support in the centre beneath the tile.

Rustic tiles are aged in a drum instead of by vibration to give a rustic appearance. It is therefore normal for small pieces to have broken o the edges and surface.

4. Tips for maintenance

De-icing salts, acids or other aggressive products are not recommended on natural stone as they could damage the tiles irreparably.

We always recommend testing a maintenance or protective product on a small area rst (see the result a er 24 hours). ere are various types of natural stone and as many maintenance products that could damage your tiles.

Limestone (bluestone, slate, travertine, etc.) ages much more quickly than harder types of stone such as sandstone or granite. Limestone therefore requires more maintenance if you want to prevent the rapid ageing of your stone or the emergence of tiny hairline cracks. To counter this ageing process, the stone must be nourished with speci c maintenance products for natural stone or with a natural soap (Marseille soap).

Besides this classic but necessary maintenance, you can gently scour your terrace every 4 years. is ensures that the pores are largely compacted (so fewer scratches appear) and the colour is refreshed. However, the tiles still require regular maintenance and nourishment. The Stone Consulting (Stone Senses) guarantee is limited to technical defects, provided a minimum degree of maintenance is observed. Stone Consulting (Stone Senses) cannot be held responsible for the aesthetic development of your project. All materials (natural or other) should receive normal maintenance to maintain their beauty.

General terms of orders

GENERAL TERMS OF ORDERS

According to information mentioned hereby (on this side or the reverse side) we have established this order Form as Our Sales conditions. All prices mentioned are VAT and packing exclusive. In case of quantities below 50 m², a supplement will be charged as per our price list. The delivery time will be defined as accurately as possible. However, we cannot be held liable for any delays caused by force majeure or overdue invoices. Consequently we do not have any responsibility for any damages. We can deliver slabs (if you are in the regions defined in our price list) with a minimum quantity of 10 pieces or less provided a supplement is paid. We will invoice packing of tiles per crate and or pallet as per the conditions in our price list. Overordered or wrongly ordered goods will not be taken back. Custom work will be packed to allow for safe transportation. These costs. At a minimum rate as per our price list, cannot be recovered or credited. All delivery addresses need to be fully accessible by our 33 ton truck measuring 19m. Discharging our truck is only done from a paved road. Any other delivery conditions or expectations will be, if at all feasible, charged at an extra cost. In case of orders of goods that are not currently stocked or that have a delivery time of over 4 weeks, we may ask you to pay a deposit of 50% of the total value. The remainder needs to be paid upon delivery without discount. Orders for not currently stocked products cannot be changed or cancelled after one week of order confirmation. Please do not change the Pro Forma invoice, otherwise we may refuse these changes without prior notice. Confirmed orders will be binding without further notice after 5 working days. In case of cancellation we will invoice 30% of the total value in case of stock goods and 100% of the total value in case of custom work and not currently stocked products with a minimum of 370 €.

GENERAL TERMS OF SALE

1. Orders are considered to be definitive after written confirmation by our company. It is explicitly agreed upon that all pre-printed terms and conditions on the order forms of our customers, even if they expressly refer to the present order form, shall be considered non accepted unless they are subject to a special agreement made in written on beforehand.
2. The goods are transported at the risk of the purchaser, even in case of Franco delivery.
3. Control of the goods is made by the purchaser before loading in the case of collection of the goods (ex Works) and shall be done at the latest at the moment of delivery (unloading). Complaints shall not be accepted afterwards.
4. All other complaints, ... referring to invoices, shall be made within eight days of the invoicing date and can not be accepted after this term.
5. Each sale is made under reserve of good references. We shall always be entitled, during the course of the agreement, to claim and obtain satisfactory guarantees for the good execution of the Sales agreement.
6. Measurements and colours are indicative and a difference shall be tolerated against samples or between deliveries as long as these differences are within the fixed WTCB norms. We advise to mix the tiles before installation, so as to obtain the best possible colour harmony. Complaints as to colour differences or other defects shall never be admitted after installation of the tiles.
7. All our invoices are cash payable, in Oostkamp, unless otherwise agreed upon (in written). Sending the invoice is valid as a reminder against payment on the due date. Any delay in payment may consequent in immediate and irreversible judicial collection of the due sum, increased by 1% interest per started month.
8. Our agents and representatives are not be entitled to take payments and the amounts paid to those persons shall not be considered as due payment to the seller.
9. All costs for collection, including judicial and extra-judicial notices, shall be paid by the purchaser according to the latest EU legislation.
10. Default of payment on the maturity date shall entitle us, without any notice or other juridical forms, to suspend all orders and agreements in course, even to cancel them without any previous notice. The seller shall be entitled to take property of the goods, even after delivery, until full payment of the invoice. After processing of the goods, our property rights pass on to the new objects for the value of the goods supplied by us.
11. Any defect ascertained in our product scan result in nothing more than the mere replacement of the delivered and not processed goods. The replaced goods remain our property.
12. All goods subject to be taken back need to be in good condition and will only be credited at 75% of their invoiced value provided the explicit approval of our management staff. Goods that are not standard in stock, all granites and all processed stones are never taken back. We will also refuse any quantities amounting to a Total of less than 250 €. Only goods that are totally free from mortar or glue residue, that have not been cut, will be credited after warehouse inspection. This may cause a discrepancy in the Total number of goods taken back and the final credit note, these goods that are not included to the Total amount of the credit note, will remain in our warehouse for another 4 weeks for the customer to be collected. After this period these goods will be destroyed. Taking goods back will be conditional in all cases. Our drivers and warehouse staff are not entitled to Judge if goods are subject to be taken back. In case of refusal to take back the goods, these will

remain at your availability for a period of 4 weeks after written notice. After this term the goods will be destroyed.

13. In default of payment at the maturity date due to negligence or bad will, the outstanding balance shall be increased as of right with 15 % and a minimum of €100 as a conventional damage clause and without any previous notice being required.

14. The purchaser is considered to know our general terms of sale and by the mere fact of purchasing the goods is considered to have accepted them as part of the agreement.

15. All disputes related to the existence and the Of our agreements shall be exclusively settled by the Courts of Brugge, Belgium.

16. We can not held responsible for the consequence of our tiles if they are installed on floor-heating and spaces open to frost.

17. For between customer (buyer) and STONE CONSULTING NV (seller) it is explicitly agreed that the liability on the delivered goods by STONE CONSULTING NV is limited to all proven defects to its products, more precisely on the hidden flaws, to a maximum period of 24 months after delivery date. After a period of 24 months from installation date, no claim of any kind will be accepted nor be subject for discussion. After this period any connection between buyer and seller will be considered to be completely terminated and finalised for this particular Sales. In case of proven damage, within a period of 24 months from delivery date, due to a hidden fault, a maximum compensation from the seller to the buyer will be the replacement of the product or an equal value. No other additional cost and/or costs due to consequential damages will be subject to compensation.

18. Pieces made by us (tailor made) shall be invoiced per square, cubic or linear metre. All finishing's to the surface and sides are not included and will be invoiced separately.

19. For complementary terms and conditions please refer to our basic price list on the pages where to the invoices and other forms always considered to be known by the purchaser. The basic price list having been handed over to the purchaser.

20. Belgium law is applicable.





STONE
SENSIES

EXCLUSIVE COLLECTIONS

Member of



belgian natural stone federation



Powered by:

www.stoneconsulting.eu

info@stoneconsulting.eu

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