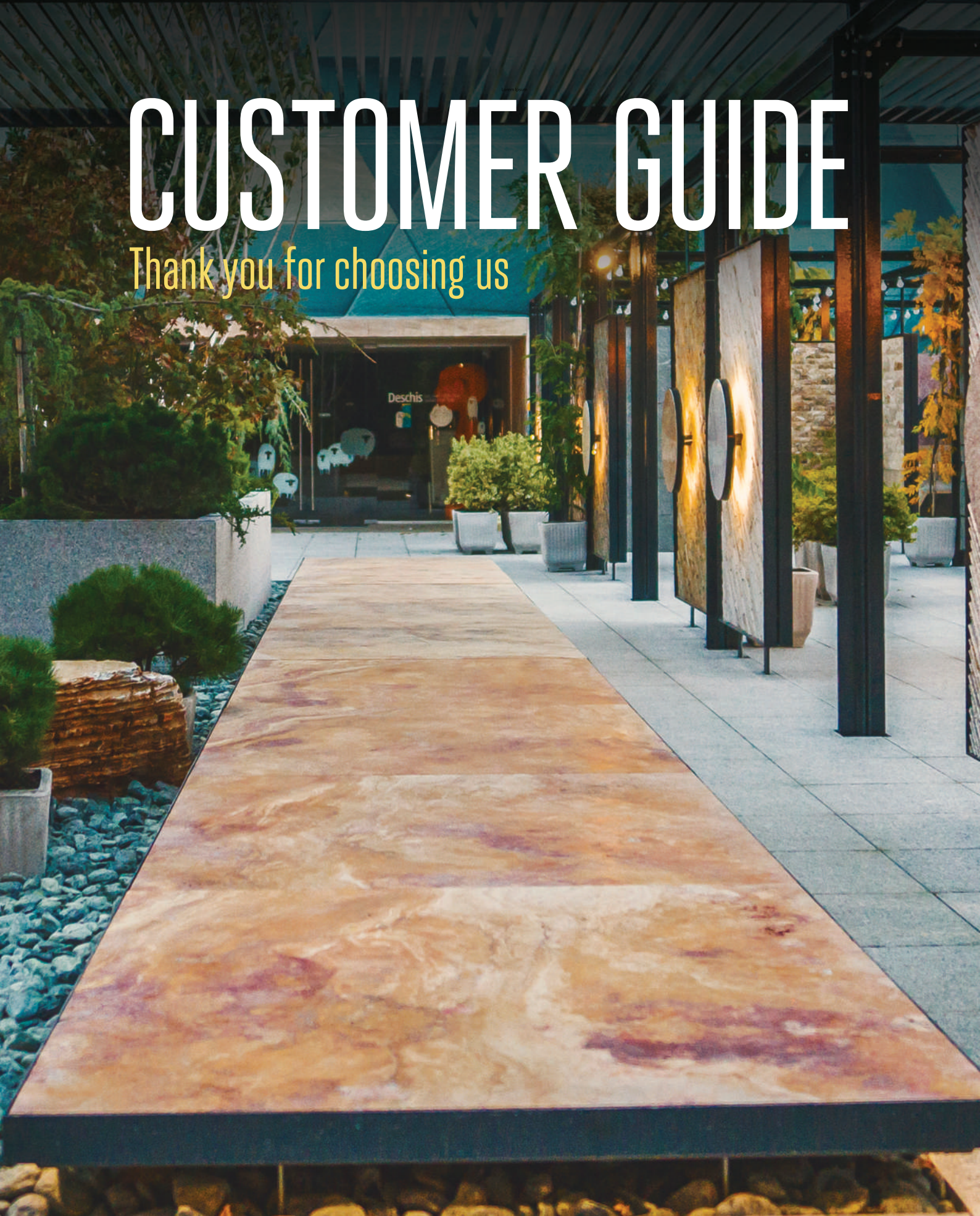


PIATRA ONLINE

Generating Inspiration

CUSTOMER GUIDE

Thank you for choosing us



NATURAL STONE FEATURES

You've just made an excellent decision! You purchased a natural product, formed in tens of thousands of years within Earth's crust. Therefore, like any other natural product, it will exhibit variations of color, texture, finish and size/thickness from one batch to another.

However, an order could not include over 5 % variations, the maximum allowed standard (such as edge chippings, chipped edge corners, etc.). Any value below 5 % does not entitle payment of damages to the customer, compensation or acceptance of the return of the goods, considered stone's brittle nature and the fact that chipped/broken tiles can also be used for plinths/supplement in any decoration project.

For situations in which this value is exceeded, the Seller is required to replace the non-compliant products only if the damage resulted from a Seller's fault, exceeding the already mentioned 5 %. This 5 % is unavoidable during transport and handling, even if the handling of goods was done properly, tiles were stacked upright and the boxes were handled carefully. Any handling procedure that will not comply with the already mentioned methods, will lead to an exponential increase of this percentage. It is recommended to purchase a 5-10% extra on top of your required quantity, to be prepared in case of any potential losses.

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DELIVERY TIME FOR GOODS

The delivery time for your order is for information purpose only. Delivery times can in fact be inferior or exceed the already mentioned period, due to a specific number of factors, out of our control whatsoever (custom control, shipping strikes, quarries technical issues in exploitation, bad weather conditions, etc.). Therefore, we strongly recommend you to schedule your decoration works after a careful analysis with all the parties involved, but only after you were informed of goods' arrival in our warehouse.



BATHROOM AND
KITCHEN COUNTERTOPS



WINDOWS
SILLS



STAIRS AND
RISERS



WALL CLADDING
AND FLOORING

CUT-TO-SIZE PIECES (STAIRS/COUNTERTOPS/WINDOW SILLS)

This category is not included in our return of goods policy, because the pieces were customized based on your requirements. For avoiding any possible divergencies throughout the measurement/installation, we recommend you to designate only one person/team in charge with the measurements and installation of cut-to-size pieces. At the same time, please be very careful while checking the project order form with the cut-to-size dimensions, material and the type of finish.

For window sills, keep in mind the following:

- finish carpentry will also need to include thermal break tape for installation
- an elastic adhesive has to be used
- exterior window sills have to be installed with slope oriented towards exterior
- water channels are mandatory for exterior window sills and should extend with minimum 2 cm beyond the wall
- silicone needs to be applied in the end for extra sealing

LTP PROTECTING YOUR SURFACES SINCE 1984

YOUR FREE ONLINE TOOL FROM
LTP – helping you find the perfect
product



SCAN THE QR CODE FOR
QUICKLY ACCESS TO THE
PRODUCT SELECTOR

Key benefits of using the LTP
Product Selector

- quick and easy to use
- email your wish list to
yourself or clients
- wide range of products
- compatible with
smartphone / laptop



WHY LTP IS RETAILERS FIRST CHOICE:



- excellent prices and profit potential
- strong brand identity, made in UK
- full technical support
- premium quality

1. CLEANING 2. SEALING 3. AFTERCARE

Due to natural stone's porosity, we recommend sealing and maintaining your natural stone surfaces with professional solutions, available on our website:

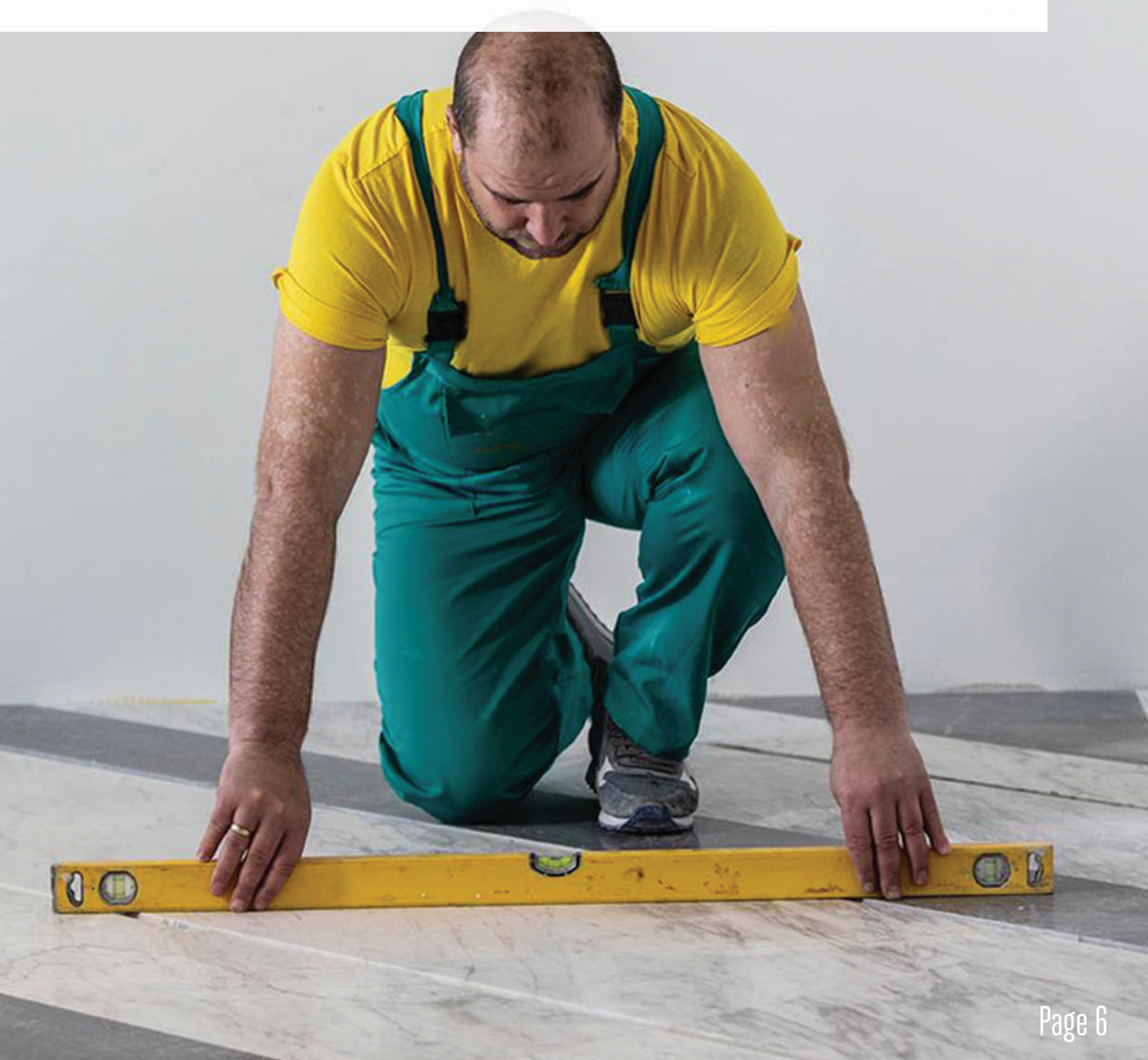
<https://www.piatraonline.com/stone-cleaning-and-sealing/natural-stone-sealers>

For more info or technical issues occurred when applying LTP Products, call our CALL CENTER
at: +40318.222.333, from Monday to Friday: 09:00 – 18:00 and Saturday 10:00 – 15:00

INSTALLATION

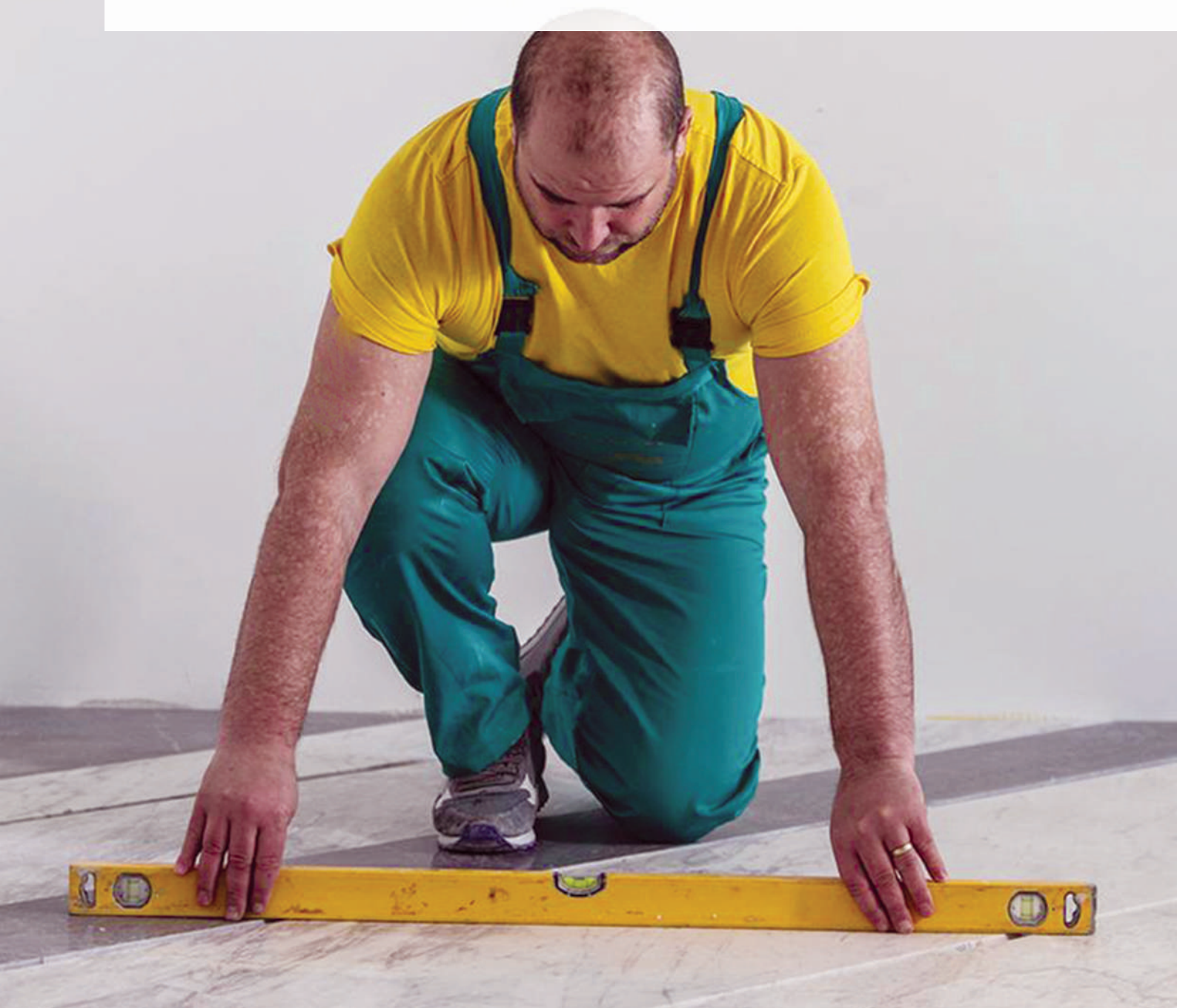
For over 11 years, we were using and we recommended Weber adhesives for natural stone installation, product range available here:

<https://www.piatraonline.com/natural-stone-adhesive> We recommend a dry lay first, to pay attention to the color variation and make sure your tiles are mixed properly. Natural stone needs to be installed carefully, to avoid any chipping/tiles breaking. As a general rule, natural stone is stacked upright and never ever in a horizontal position. Natural stone can be installed indoor and only some products can be also installed outdoor (depending on the type of finish and thickness). Therefore, you should get in touch with our sales department online, at [piatraonline.com](https://www.piatraonline.com)



POST INSTALLATION SERVICES

Recommended by an experience of more than hundreds of projects completed in over 11 years, our installation department is ready to assist you with technical know-how, up to the 3 essential steps for stone installation: cleaning, grouting and sealing. We recommend performing these 3 steps on regular basis, based on your stone and its use.



SURFACE RESTORATION

Natural stone is a very hard and durable material, yet, like any other material, it requires maintenance; flooring in high traffic areas flooring (commercial areas) needs to be polished or recrystallized (depending on the hard-wearing of your stone) if you want a proper surface restoration. Any chips or crack occurred from impact over the surface should be repaired easy by grouting (with similar color grout) and the surface needs to be re-sealed in the end. Another essential detail is the process of re-grouting, if necessary, otherwise drops of water or stains will penetrate the surface. This procedure needs to be performed as required (depending on the appearance). Surface restoration also includes cleaning/deep cleaning with intensive cleaner (with neutral pH), then re-apply the necessary sealer.



FREQUENT ASKED QUESTIONS

How to cut natural stone?

Use angle grinder equipped with diamond / silicon carbide (designed for natural stone) grinding wheels for cutting or the waterjet cutting machine.

How to stack natural stone?

There are stones which must be stacked indoor, to keep them away from freeze-thaw cycles, rain or an increased level of humidity. This category includes mosaics (pre-assembled on a meshed back sheet), panels or even adhesives but also the products not recommended for exterior installation.

How long can you store the stone in your warehouse?

Keep in mind that maximum storage time for your goods in our warehouse is 7-10 calendar days, since being notified of its availability. Cut-to-size pieces are an exception to this rule, with maximum storage time of 5 calendar days.

Is it necessary to seal/protect the natural stone surface?

If you want to maintain the initial appearance of stone for as long as possible, you need to deep clean stone surfaces after installation with LTP GRIMEX. When the surface is dry apply 2-3 coat of sealer (surface sealing needs to be repeated yearly or every other year).

RETURN POLICY

Buyers have the option to return the goods, according to the terms and conditions indicated below, in agreement with O.U.G. 34/2014 regarding buyer rights as part of a contract that involves professionals, as well as modifications and completion of specific regulations. Products purchased online may be returned without any specific reason, within 30 calendar days since the reception; the only exception to this rule includes custom orders / special cut-to-size pieces.



The most flexible return policy of the industry
It is OK to change your mind
30 days worldwide return policy



THE RETURNED GOOD SHOULD MEET BELOW CONDITIONS:

Have the same condition as the day it was delivered

Have no damages caused by improper use (no traces of adhesive, grout or even dirt)

Have the original packaging attached (boxes, pallet, wrapping).

Have the delivery / pick up from the showroom documents attached

Not included in any special promotion

Do not belong to any special (cut-to-size) category

Not included in a special order, nor belong to PIATRAONLINE's product range

The return of goods must include every position from the invoice. Partial returns from a specific position of the invoice are not allowed.



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RETURN PROCEDURE

Customers should notify us of their return intention by email: **office@piatraonline.ro**, no later than 30 days from reception date. Customer should pack and prepare the goods in the same conditions as these were delivered, then inform us of the package prepared for delivery, before the delivery. Please send us pictures, for making sure the goods are properly packaged. Tiles should be stacked upright, on the edge, in a crate, in the same conditions as these were delivered.

Customer is liable for the cost of returning the goods to Seller. The additional costs include, but are not limited to: transport, handling for loading/unloading products on-site/warehouse and products diminished value due to deficient handling. As soon as the package is delivered to our warehouse, goods will be examined in terms of both quantity and quality. After the examination of goods, an invoice reversal will be issued, according to the received goods, accepted for return.

RETURN OF PALLETS

You can request a refund corresponding to the value of pallets, if you do not want to keep them.

The only condition is to return pallets in their original state.

Return term for pallets is 30 days from reception date.

REFUNDS

PIATRAONLINE is required to refund the payment by bank transfer, no later than 14 calendar days, counted from reception day in our warehouse, in the bank account specified on your return form. The refund will include only the amount of money paid for the goods, minus the additional costs paid by the Customer for the return procedure, already mentioned above.

Showroom & Warehouse
ROCK STAR CONSTRUCT SRL
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www.piatraonline.com