Rock On Ltd
Master Distributor of Norstone®

ROCK ON LTD
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Conditions of SALE

The terms and conditions contained herein shall be incorporated in all agreements between the Supplier (Rock On Ltd) and its Customers (the Purchaser).

General Conditions:

1. Colour variations are inherent in natural stone and are considered part of their natural characteristics. Rock On Ltd shall not be bound to consider any claim unless made in writing to the Supplier within 7 days after receipt of the goods by the buyer.

2. Please examine the product on receipt of goods, and at no instance shall any claim be greater in amount than the actual invoice value of the goods claimed to be faulty when delivered by the supplier or by another party on behalf of the supplier.

3. Rock On Ltd accepts no responsibility in respect to minor or reasonably accepted variations between samples shown to the buyer and actual stone products supplied.

4. The customer shall not be entitled to make any claim against the supplier after the natural stone material has been cut, marked, damaged or fixed.

5. Natural Stone products must be sealed at all times and depending on the site conditions, they may need to be pre-sealed as well in order to help prevent staining, salt attack, leaching and other types of contamination. With any Sealant use, We strongly recommend the Sealant to be applied to a small sample of the Stone, to determine it`s suitability before applying it to the completed Project.

6. Norstone Ochre Rock Panel is a 100% natural stone, sedimentary slate, which consists of multiple layers of slate which have formed over the centuries. Delamination / Spalling may sometimes occur.

   A professional drainage control system must be properly designed and implemented to prevent excessive exposure of moisture on the stone. Poor moisture management techniques (i.e. lack of properly installed flashing and inadequate drainage) will damage the Ochre stone that is exposed to the elements causing excessive amounts of moisture to build up and penetrate the stone leading to spalling and crumbling of the strips of stone.

   Please refer to Laticrete Warranty Installation / Adhesives, this procedure is so critical to prevent small cavities forming behind the rock panels that will capture and hold water. Failure to follow this procedure will lead to delamination of the individual stone pieces due to excessive build-up of water in the small cavities behind the rock panels and occasionally will cause the rock panels to “pop off” the wall.

   Norstone Natural Stone products must be sealed when used in wet areas or exposed to the elements, and depending on the site conditions they may need to be pre-sealed as a precautionary measure in order to help prevent staining, salt attack, leaching and other types of contamination.

   Only use recommended sealers and carefully read all the instructions before applying. Ensure that the stone is thoroughly cleaned with a neutral cleaner, removing any loose pieces of stone and wait until the stone is completely dry before applying the sealer. With any Sealant use, we strongly recommend that the Sealant should be applied to a small sample of the Stone, to determine its suitability before applying it to the completed Project.

7. The supplier shall not be liable in any respect for advice provided herein regarding the fixing, grouting, cleaning or sealing of the tiles nor shall the supplier be liable for any damages or loss incurred by the supplier as a result of any delay in delivery of the materials or otherwise. We would recommend sealing the Basalt Lynia Tile with Norseal rapid drying penetrating sealant prior to grouting. After Grouting, immediately use “Wash Boy Sponge” to remove excess grout. This process may reduce the pitting effect of a lighter colour grout on the Basalt Tile.

8. No returns allowable unless specifically negotiated with Rock On Ltd. Any returns must be returned in perfect condition with no torn cardboard packaging, watermarks or soiling. The ultimate responsibility of the acceptance of the return stock lies with warehouse and its staff who are responsible for the Rock On Ltd stocking logistics.

9. All purchases must be paid into Rock On Ltd Bank Account, either by cash, BACS, OR Electronic Transfer. No Goods shall be delivered until full receipt of funds or if otherwise agreed.

10a. Title to and property of the delivered goods shall remain with Rock On Ltd until all the moneys have been collected or when all the funds have been cleared.

10b. When Payment is required to secure an Order and the Order is later cancelled by the Customer, it is at Rock On Ltd's discretion of what % of the payment is repayable.

Bespoke Orders:

11. Bespoke Orders are paid in full upon Ordering. Any delays caused by incorrect specifications of bespoke orders whether they be the fault of Rock On Ltd, no claims whether they be financial or any other, can be claimed against Rock On Ltd.

Quartz, Marble, Basalt, Granite, Lavastone and other Natural stone Tiles:

12. To the extent permitted by the trade practices act, the suppliers' responsibilities limited to the replacement of materials supplied only and the supplier shall not be liable for any loss or damage incurred by the customer whether caused by defective materials or otherwise.

13. Lavastone is defined by its distinctive blend of smooth and textured surfaces. Natural variations may include subtle undulations and small pockets or voids, which are inherent to the material and contribute to its unique character and visual appeal. Due to the fact that Quartz, Marble, Basalt, Granite, Lavastone and other stones are natural products, reasonable variations in colour and veining must be expected and the supplier shall not be liable for any such natural variations as they may occur in materials supplied.

14. Any products sold by Rock On Ltd can only be guaranteed if installed by a professional Skilled Tiler with proven experience in fixing stone and tiles. The supplier takes no responsibility for the fixing of the materials. Also, Quartz, Marble, Basalt, Lavastone, and Granite tiles should not be cleaned with abrasive chemicals, acid wash or industrial cleaner.

15. Norstone Products are all Natural Stone. Natural Stone may contain small traces of Iron Oxide. Sometimes Iron oxide reacts with Moisture and Staining may occur. Rock On Ltd will not accept claims caused by this. While oxidation process occurs in nature, it occurs over many years sometimes Millennia, and is actually responsible for the brilliant colours that are found in our products today. Iron Oxide may occur within the Norstone Charcoal, Charcoal Nero, Ochre and Lavastone Products, namely Platinum and Graphite Products. The use of Sealants as mentioned below, may reduce but not necessarily eradicate the Iron Oxide effect.

Delivery:

16. Cost of delivery will be charged as a separate amount and will vary According to distance, site conditions and number of pallets'/crates Supplied.

17. In the event of goods not being received owing to the customer's Absence at the stated address any additional delivery charges will be Charged to the customer's account.

18. A delivery docket is to be signed by the customer or their agent upon receipt of the goods to acknowledge that the quantities and selected product delivered are correct and also to acknowledge that the goods arrived in good condition. Customer is to inspect and accept that the materials are in good condition and confirm quantities are correct prior to unloading and signing the delivery docket. If any damage is visible on Delivery, either do not accept the Delivery or note the damage on the Delivery Document when signing. No claims of Damage after 14 days of Delivery will be accepted.

19. Delivery of goods - All unloading by crane truck (when available) to kerbside or nature strip only.

20. If stone has been ordered and supply dates agreed, and if delivery is delayed/deferred, through no fault of Rock On Ltd, then a charge of £50.00 per week per pallet, will be additionally charged, for the amount of time the stock has been stored from the original agreed supply dates.

Lead times:

21. We can estimate lead times however these are only approximate and may be subject to change at ant time caused by events outside Rock On Ltd's control. No reimbursement will be made as a result of changes to the approximate lead times.

22. Any delays to the supply of stone previously agreed dates, due to Supply constraints by other Suppliers, due to Covid related issues effecting shipping delays or Norstone manufacturing in any way, Rock On Ltd will NOT accept any liability whether they be financial or any other, caused by these delays. Rock On Ltd advises that lead times are only approximate.

Quotations:

23. Any quotation provided by Rock On Ltd shall be considered invalid if not accepted by the customer within 30 days.

Storage of Rock On Ltd Supplied products on site:

24. When products that have been supplied by Rock On Ltd, they must be stored in a weather proofed environment and not to be at risk to damage while in store. If cardboard boxes are exposed to water, this then may deteriorate and may mean handling of the Norstone product may cause damage. Rock On Ltd will not reimburse any monies, which causes this damage.

Penetrating Sealants:

25. Rock On Ltd strongly recommends that all stone, whether it be installed internally or externally should be sealed with a penetrating sealant immediately after installation has occurred preferably it should be applied when the stone is dry. This will protect and assist in cleaning the stone.

    We recommend that Norseal H2O is used for the rock panel range. Norseal Lavaseal is used for the platinum range in the Planc, Aksent and Lynia. Norseal rapid dry is used for basalts, silver grey and graphite lavastone Planc, Lynia and Aksent.

26. Rock On Ltd, as a supplier, cannot be held responsible for health and safety issues related to any project. This is strictly a matter for the architects and their consultants to determine whether a product complies with the appropriate health and safety requirements when selecting a product.

    We strongly recommend that the sealant be applied to a small off cut, to determine its suitability, before application to the wall is commenced.

27. Rock On Ltd can only supply samples, technical information, references etc. as requested by the architect or client. Based on that information (assuming it is requested), the final decision regarding whether the product complies with the local building codes and is suitable for the application is the sole responsibility of the architect and their consultants. This is accepted practice in the construction industry.

28. Basalt should not be installed in Salt Filtration Pools.

    WARNING
    DO NOT DO ANY OF THE FOLLOWING.....
    Acid wash
    High pressure wash the stone (directly or indirectly)
    Use any sharp objects, such as a steal scraper, knife, or screw driver, to remove stubborn deposits from the face of the stone. This can result in damage to the natural texture of the product.

29. When installing Norstone Basalt, we strongly recommend using Laticrete Adhesives 335 Maxi S masonry veneer mortar and Permacolour Grout as Laticrete tests show there is no staining.

    Please see our technical Library for further details.

30. To avoid slight pitting effect when grouting, we recommend using Laticrete Permacolour which best matches the colour of the Norstone basalt Lynia Colour.

Reimbursement of Defective Product

31. If during the warranty period, the Norstone product, proves to be defective, Rock On Ltd, shall provide a replacement product or reimburse the Purchase Price.

    The replacement or reimbursement, does not cover damage or defects resulting or in any way attributable to, Improper storage, Shipping, Handling or Installation of the product, which must be installed according to the instructions on the Conditions of Sale and Norstone Masterguide. Or Improper maintenance, using unfit accessories, neglect, abuse, misuse, repair or alteration, acts of God, Including Floods, Fires, severe Weather, Impact of foreign Objects, growth of mould, Mildew Fungi or any other organism, lack of proper Maintenance defects in, or damage to the structure to what the product was applied. Nor will there be any refund or payment, if the natural elements within the natural stone Supplied by Rock On Ltd are evident during the natural life cycle of the stone. For example, spalling or Iron Oxide, which may occur when using 100% natural stone.

Affixing Above 3 Linear Meters:

32. British Building codes states that any cladding above 3L must have mechanical fixing employed. When affixing above 3 linear meters, whether it be internally or externally, appropriate safety measures must be employed around the area where the tiles are being affixed during curing process. The measures would be Barriers of at least 6 meters from the envelope at the Building or if not possible restricting any possible movement near the area of installation with the use of Barriers during the Curing Process. All installers must consult with the local Building Codes and these must be followed for installation above 3 linear meters.

33. We would additionally strongly recommend that a suitable Mechanical fixing system should be installed above 3LM. An Architect/Engineer can advise as to the system, taking into account the weight of Norstone which is approx. 65 kg per m2. Any installation above 3LM, we would strongly advise for health and safety reasons, that mechanical fixing should be employed.

Rock On Ltd advises strongly Goods must be checked before signing:

34. The Customer or Representative must inspect the goods before signing the Proof of Delivery (POD) The receiver has 20 (twenty) minutes to inspect and is part of the contract with the Haulier. NOT inspecting and signing the POD without any comments RE damage will restrict possible later damage claims. Insurance claims, with signed POD without any comments will have excess amount of £150 applied to any future claim. If unable to check, note this on the POD when signing.

Installation of Knauf Aqua Exterior Boarding or Internal Knauf Boarding:

35. When installing the Knauf Aqua Exterior or interior Boarding, the Installation methods must be strictly adhered to for the Knauf Guarantee and Laticrete 15 year Warranty to apply when affixing Norstone. Drawings/plans of intended installation methods must be sent to Mr Stephen Gore, Project Specification Mgr Aquapanel, Knauf (UK) Gmbh for his approval (Stephen.Gore@knauf.com / Tel 01795 416265). Any technical questions regarding the installation of Knauf Aqua exterior Panel or interior Boarding, must be sent stating the installation required to allow Norstone to be affixed to Knauf.

    Written approval or amendments must be incorporated within the design in order for the system warranty to exist.

    For the Knauf Guarantee and the 15 year Laticrete warranty to be in place, The Knauf Aqua Exterior Boarding and internal Boarding, must be purchased through Rock On Ltd.

Installing Honed Finished Tiles, including Basalt Lynia, Planc, Aksent, Lavastone Graphite

36. Honed surfaces look beautiful however they need to be handled with Kid Gloves. We recommend when handling these materials, Gloves (smooth and dirt free) should be used when handling and installing. This will reduce the risk of soiled tiles from fingerprints and scratches appearing on the surface of these sensitive honed Tiles.

Installing Norstone Lynia Tiles

37. When installing Platinum products including Planc, Lynia and Aksent Tiles the following installation is recommended.

Apply the Lavastone Sealant using a Lint free cloth to the Lavastone Tile before installing. Once Dried it is ready for installing. Screed the Substrate with a 6mm notched Trowel, This thickness of trowel will avoid the adhesive slipping through the gaps and preventing effective grouting. Using a grout Float, pat down to ensure full contact. Once Dried, apply the grouting as you would any normal natural stone Products.

Adverse weather conditions or Coastal

38. See Guidelines & Recommendations when fixing with 335 Maxi S Veneer adhesive in adverse site conditions, available to read in the Norstone Masterguide on page 8, 'installing in adverse site conditions'.

The best way to avoid retaining moisture within the structure will be to apply the cladding to the concrete block work after it has been exposed to conditions over a periods which promote complete drying ie, dry, warm with a good breeze. A period of exposure prior to fixing such as this should allay concern regarding trapped moisture.

Warranty Exclusions

39. These exclusions, which can be viewed on our technical page, must be read in conjunction with the relevant warranty system/application. If any breach of these exclusions occur within the project, the warranty will be void and will not apply.

335 Maxi S pointing mortar

40. Please see technical guide under Laticrete catalogue on pages 12 and 13 which includes some useful technical guidelines when applying this pointing mortar which can accommodate joints up to a maximum of 32mm wide.

41. There are two aspects to the Rustik install

1: onto Knauf aqua exterior Boarding
2: onto Standard Concrete Block work/Brick work.

15 Years warranty onto Knauf.
10 Years warranty onto Concrete Block/Brick work.

1: "Installing Norstone RUSTIK with Laticrete 335 Maxi S Masonry Veneer Mortar onto Knauf Aqua Exterior Boarding".

When installing Norstone Rustik onto Knauf Aqua Panel exterior Boarding when using Laticrete 335 Maxi S Masonry stone veneer Mortar, it is required that adhesive be applied to the rear of the Norstone Rustik Panel, and also the Substrate. As the interface between both the Knauf board and the rear of the Rustik Panel is smooth, flat and even, the total bedding thickness should be no greater than 6mm when affixing onto Knauf Aqua Panel. Given the open joints of the Rustik Panel, it is imperative that 100% contact between the stone and substrate is achieved whilst ensuring there are no open voids, behind the panel where the adhesive has been applied. This will stop any moisture collecting behind the Rustik panel, which during a Freeze/thaw cycle may cause failure. Warranties will only apply when conditions of installation are met, that is, no voids and maximum thickness of compressed bed of adhesive of 6mm when affixing onto Knauf Aqua Panel when installing the Norstone Rustik Panel".

2: "Installing Norstone RUSTIK with Laticrete 335 Maxi S Masonry Veneer Water onto Standard Concrete Block work/ Brick Work".

When installing Norstone Rustik onto Standard Concrete Block work /Brickwork when using Laticrete 335 Maxi S Masonry Stone Veneer, it is required that the adhesive be applied to the rear of the Norstone Rustik Panel, and also the Substrate. Given the relative even level of the Rustik Panel, (and allowing for any irregularity in the profile of the block / brickwork substrate) the total maximum thickness bedding thickness should be no greater than 18mm when affixing onto Standard Concrete Block work/ Brick Work. Given the open Joints of the Rustik Panel, it is imperative that 100% contact between the stone and substrate is achieved whilst ensuring there are no open voids, behind the Panel where the adhesive has been applied. This will stop the Moisture collecting behind the Rustik panel, which during a Freeze/thaw cycle may cause failure. Warranties will only apply when conditions of installation are met, that is, no voids and maximum thickness of compressed bed of Adhesive of 18mm when affixing onto Standard concrete block work/Brick work.

When installing Rustik we strongly advise a Stone Mason should install the Product. Additionally you should refer to the Norstone Masterguide as to the method of installation and also with reference to the key stone section regarding installation of the Rustik Panel.

Samples

42. Stone samples can provide colour and texture of our products, however, given that the stone is unique in every way, and further colour variation may exist from the samples provided and also within the Pallet given that it is 100% natural stone.