

Stone Champion by Ethan Mason Terms and Conditions

Thank you for choosing Ethan Mason and welcome to our Stone Champion installer scheme.

We understand that it can be hard to find a suitable landscaper that is reputable, especially when completing a project like a garden that can be a big job and expensive. Who do you use? Where do you start looking? Ethan Mason has done the hard work for you so that you will soon be relaxing and enjoying your new patio with confidence!

We want to ensure that you choose the best and most professional landscaper to complete your dream garden project, and our Stone Champion scheme will do just that. Our network of Ethan Mason approved installers are located throughout the UK. We have a strict selection criterion which the installer must adhere to. The application process views various information including previous work, installation standards, references from previous customers and obtains details on relevant and protective insurances held by the landscaper.

So not only will your patio be installed by a professional landscaper, but you will be confident in the quality of our products too. If you decide to have your patio installed by an Ethan Mason Stone Champion, we will offer a 5-year product guarantee* on all installations.

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*Our product guarantee will start on the date of completion of the project.

* *When the following criteria is adhered to the Ethan Mason guarantee will be effective:

Only Ethan Mason products:

- 1) Are covered under the guarantee
(Please note that this does not include other branded products that are installed at the same time, ie other branded paving, fencing, soft landscaping etc.)
- 2) That are new and unused.
- 3) That have been used for their intended use.
(ie EM natural stone paving is not suitable for use on a driveway, therefore will not be covered under the guarantee.)
- 4) Used for domestic use.
(ie This does not include EM products that have been damaged or deteriorated because of (list not exhaustive); misuse, natural weathering, jointing/grouting, impacted and damaged, power washing, commercial use, or damage occurred due to staining caused by a substance not suitable for use on the product.)
- 5) Defeated after installation
(Damage prior to installation, either by accident or misuse are not covered by this guarantee.)
- 6) Not damaged due to movement; either through expansion or contracting from the bedding underneath; climate/weathering; tree root activity; Planning permission; drainage damage; mine-working; earthquake/tremors or by any other construction works in or around the property or garden will be covered.

- 7) Not had a sealant applied
- 8) Have been installed above the recommended damp course.

Other criteria that will void the guarantee:

When using any concrete product to fix the paving there is a possibility of colour fading or staining, this occurs due to efflorescence, because this is a natural occurrence, we are unable to cover replacement because of this issue.

We highly recommend that a suitable SBR slurry is applied to the back of the paving before it is installed, if this has not happened then this will void the guarantee.

The guarantee will only take effect if the paving has been fully paid for (proof will be required). (ie to the installer, Builders Merchant, DIY store, Ethan Mason.)

When to claim?

If a defeat with the product occurs and all the above criteria has been adhered too, then you can outline your claim in writing too:

Ethan Mason Ltd
PO Box 7533
WS14

Please allow 28 days to be contacted regarding your claim.

Please note that all claims will be subject to a site inspection.

If your claim is successful, Ethan Mason will only cover the cost of the Ethan Mason product(s) used. We will not cover any other costs associated with installation, Eg labour or materials to install the product.