

## **Natural Stone Product Disclaimer**

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Natural stone is a product of nature and, as such, no formal warranty is provided by its quarriers—or by Project Stone Australia Pty Ltd.

Project Stone Australia Pty Ltd accepts no liability and cannot be held responsible for any loss, damage, or personal injury—whether direct or indirect—that may result from the use or misapplication of information contained in this document.

Please read this disclaimer carefully and consult your sales consultant or experienced stonemason prior to purchase and installation. We strongly encourage clients to consult with a qualified stonemason during the design phase—before any works begin.

By selecting natural stone from us, you acknowledge and accept the inherent characteristics described below.

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### **A Timeless Material**

From the earliest days of civilization, humankind has been drawn to the hidden beauty within stone. Perhaps it began with a glance at a weathered rock face or the shimmer of a freshly broken surface. Over time, we learned to smooth, polish, and shape stone—not just for shelter, but for artistry and permanence. Ancient civilizations like the Egyptians, Greeks, and Romans mastered its use in ways that still inspire awe today. Their monuments have endured centuries, surviving everything from natural disasters to modern pollution.

Today, natural stone continues to offer unmatched durability and one-of-a-kind beauty. As demand for quality materials grows, natural stone remains a symbol of timeless elegance and architectural integrity.

Thank you for choosing natural stone.

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## **Natural Variation is Normal**

Natural stone is inherently unique, and variations in appearance are to be expected. Please consider the following before selecting Natural Stone slabs:

- Slabs are displayed and sold in batches cut consecutively from the same block. When book matched, slabs form mirrored patterns. To preserve this sequence and ensure consistent grain flow, we cannot accommodate requests for specific slab numbers or remove individual slabs from the sequence. Slabs are despatched in number order only in order of collection by stonemasons.
  - Even within a block, some variation in colour and pattern can occur from one end to the other. Therefore, we cannot guarantee that each slab in a block will be 100% identical to showroom samples, online images or the displayed slab.
  - Natural features such as pits, fissures, seams, or irregular markings are not defects but part of the stone's natural story and aesthetic.
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## **Surface Features & Resin Filling**

- Most slabs are treated with UV-resistant resin during production to enhance appearance and structural stability. While much of the resin is removed during polishing, some remains to fill pits, voids, or veins. On occasion extra filling or repair works may be required by stonemasons during production and/or installation.
  - Over time, exposure to sunlight or daily use may cause resins to fade or loosen. Occasional maintenance or re-filling may be necessary.
  - It is normal to feel slight imperfections such as filled pits or natural fissures. These are not flaws but natural characteristics.
  - Due to varying mineral composition, some areas of stone may reflect light differently or appear less glossy. These variations—including light grinding or polishing machine marks—are inherent to natural stone and not considered defects.
  - It is the stonemason's responsibility to inspect slabs and plan cuts to avoid visually or structurally undesirable areas.
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## **Understanding Travertine**

Travertine is formed naturally over thousands of years by mineral-rich water deposits which create the distinctive cavities, pores and voids inherent within the stone. These holes are formed through natural geological processes, primarily involving trapped gases and organic materials during the stone's rapid formation around mineral springs. As mineral-rich water rises to the surface, the release of pressure causes dissolved gases to bubble up. These bubbles become trapped within the setting mineral deposits, and as the stone hardens around them, they leave behind voids and cavities, resulting in the characteristic honeycomb-like structure associated with Travertine.

During the manufacturing process of the raw blocks into slabs, these cavities are generally filled with resin or mastic prior to honing/polishing. However, due to the natural variation in the size, depth, and

distribution of the voids, it is very common for smaller and/or shallower cavities to remain unfilled, as they are often too small and/or shallow to effectively retain filler material during production.

In addition, the finishing processes, involving grinding, polishing, and honing can expose or open additional micro-cavities within the stone. This is a normal outcome when working with natural Travertine and is an inherent feature of the material rather than a product fault.

As part of standard industry practice, many stone fabricators will carry out additional filling of the larger more visible cavities during fabrication and finishing using colour-matched epoxy/grout. However, the extent of this process can vary between fabricators depending on:

- The level of experience the stone fabricator has in working with Travertine,
- the level of finishing allowed for within the project quotation/scope of works,
- the desired aesthetic outcome,
- and the expectations agreed with the client prior to commencing the project.

It is important to understand that Travertine, by its very nature, will never present as a completely solid or pore-free surface like man-made materials. These natural voids and textural variations form part of the authentic appearance and character of the stone and are widely accepted within the natural stone industry.

If clients prefer a more filled/sealed appearance, the installed material can generally be further detailed on-site by a stonemason or a stone restoration specialist through additional spot filling and refinishing of those areas of concern.

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### **Slab Thickness & Tolerances**

- Slab thickness may vary slightly, even within the same batch.
- Industry standards allow a tolerance of  $\pm 2$  mm for 20 mm slabs and  $\pm 3$  mm for 30 mm slabs.

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### **Susceptibility to Wear & Damage**

- There are no “bad” stones—only choices that may not suit certain applications. It's vital to select stone appropriate for its intended use and to have realistic expectations.
- Some clients appreciate how natural stone develops character over time through wear, etching, or patina. Others may prefer a pristine look. The right choice depends on your aesthetic and maintenance expectations.
- While many stones are highly resistant to stains and scratches, they are not stain-proof or scratch-proof. Exposure to acids, abrasives, or harsh chemicals can cause etching or damage.
- Natural stone can oxidize or weather with prolonged exposure to sunlight or harsh conditions.
- Although heat resistant, we recommend using trivets and avoiding direct contact with hot cookware to reduce the risk of thermal shock or contamination.

## Sealing & Maintenance

- All natural stone is porous to some degree. Porosity varies by stone type, and even within the same type (e.g., lighter granites tend to be more porous than darker ones).
  - Natural stone should be sealed prior to and after installation, including all surfaces and edges.
  - A high-quality sealer helps protect against staining and enhances longevity. Different stones may require varying amounts or frequencies of application.
  - Regular resealing is advised, depending on usage and exposure.
  - Use only mild, non-acidic cleaners. Avoid products containing vinegar, citrus, or bleach. Wipe spills promptly to prevent staining.
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## Stone Classifications

- Commercial terms like “granite”, “marble”, “onyx”, or “quartzite” may not always reflect the true geological classification.
  - Classification is often based on a stone’s appearance, hardness, and performance characteristics. For example, dense limestones that accept a polish may be classified as marble by international suppliers.
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## Installation Responsibility

- Project Stone Australia is a **material supplier only**. Installation practices and decisions are the responsibility of the installer or contractor.
  - We strongly encourage clients to consult with a qualified stonemason during the design phase—before the project begins.
  - We do not accept liability for damage or issues arising after handling, fabrication or installation.
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