

Please note that our offer of free delivery (where stated) applies to full crates only.

Our free delivery offer is genuine, as we prefer to benefit customers that are purchasing our stone. This is the reason we charge a small fee when sending samples.

We offer an efficient and reliable UK nationwide delivery service. We aim to deliver within 3-5 working days. Deliveries are on economy Monday - Friday. Next day and timed deliveries are possible for an extra charge. Please call for details.

All orders are delivered with a tail lift vehicle and a pallet truck. Our stone is packed in either crates or on pallets. The driver will drop off at the nearest accessible and safest point usually the driveway. However this will be at the drivers' discretion. If you feel there may be a problem with access please advise when ordering.

The driver cannot help with handling stone into your property so please try to arrange for somebody to help with the off load.

All orders must be examined on delivery & any shortages, damages or discrepancies must be written and signed on the drivers' delivery note, in addition to notifying Quorn Stone in writing within 72 hours.

Please take care when unpacking the stone.

Please ensure unpacked stone is stacked & stored vertically face to face & ideally on a surface such as polystyrene not a hard surface, which may cause chipping to the edges.

Please note that it is normal within the industry standards to have up to 5% of tiles that may have some form of breakage or edge chipping. Those tiles should be used for cuttings.

Please note all tiles are cut and polished/honed using large amounts of water and are packed immediately, therefore some stones will appear darker when unpacked (e.g. Travertines). They will go significantly lighter when dry (even lighter when laid over under floor heating).

Some stones might need blending before they are fitted for maximum effect. We send all of our orders with an information pack, where you will find this, as well as other relevant information.