



Buying Rustic Slate is a little bit different than buying man made products and London Stone would recommend all customers read the following;

Rustic Slate will contain blemishes, veining, small chipping (to the corners and sides) and small holes, all of which are natural characteristics of stone. These are positive characteristics and will enhance the appearance of stone. Speak to a member of the sales team for more information.

Due to the natural riven layered surface of this stone, the surface can be subject to some initial minimal flaking after installation. This is normal and once the stone has had chance to weather in, this will settle down and is not a quality issue with the stone.

Always order an additional 10% to allow for wastage, cuts and the occasional piece which you may not like the look of.

All natural stone will vary in colour, texture and natural markings. A small sample will not give an accurate reflection of how your finished patio will look. We strongly recommend a visit to our showroom and advise you to view as much stone as possible. We can also arrange visits to our depot to view current stocks by appointment. Additionally, we are able to provide full sized samples at an additional cost. Speak to a member of our team who will happily advise you.

London Stone will not give a refund or exchange stone on the basis of variation in colour, texture or natural characteristics.

Before applying any cleaning agents, acids, acid based cleaning products, sealants or any chemicals to natural stone ALWAYS seek professional guidance.

If you have any special circumstances in your property such as damp conditions, high traffic, pets or excess amounts of vegetation please speak with a member of the team to ensure the chosen product is suitable for the conditions.

Rustic Slate is subject to dimensional tolerances of +/- 5mm.

Rustic Slate cannot be butt jointed. We recommend a minimum gap of 10mm.



Your natural stone, like any other part of your garden or home, requires some periodic maintenance to keep it in tip top condition, however this need not be time consuming or expensive. We have put together this guide to give you all the information you need to know.

PLEASE NOTE:- The following is a guide only. The iron and mineral content of natural stone can vary and therefore all chemicals must be tested on a small, inconspicuous area prior to full treatment. Always seek professional advice before applying any product to your natural stone.

Sealing is not generally required for Rustic Slate, however in some circumstances it is recommended that Rustic Slate is sealed prior to installation with DRY TREAT 'STAIN PROOF'. Examples of these circumstances are;

- Dark or shady gardens which are prone to algae growth.
- Areas surrounding a BBQ which are likely to come into contact with fat or oil.
- Areas underneath trees which are exposed to berries, leaves, bird droppings etc. falling onto the stone.
- Patios which will be exposed to pet droppings and urine.

For best results, sealing should always be carried out by a trained technician. If you would like information or a quotation for London Stone's pre-sealing service please let us know.

Brush the stone regularly with a stiff brush to remove any dried mud or dirt and prevent the accumulation of detritus in the joints. Occasionally leaves and other organic matter can leave a mark if allowed to decompose on the surface of the stone so it is important to ensure that any falling leaves are brushed away regularly.

Clean the stone as and when required (usually once or twice per year) with LITHOFIN 'OUTDOOR CLEANER'. This product is a general cleaning agent and will also help to remove algae, light cement stains, organic stains, light efflorescence or picture framing and many other stains and marks. Always test cleaning products on a small area prior to full application. Before cleaning, sweep the stone to remove any loose dirt or detritus which could act as an abrasive agent when moved around the surface of the stone by the water jet. Then, following the instructions on the bottle, spray the product onto the surface of the stone, leave for up to 4 hours and then rinse clean with a jet-wash. This process may need to be repeated for stubborn marks. When using the jet-wash, be sure to select a medium pressure and hold the nozzle at least 500mm away from the surface of the stone in order to prevent the water jet from etching it.

For stubborn cement residue, there is another product called LITHOFIN 'BUILDERS CLEAN' which can be used. As always, test the product on a small area prior to full application. Dilute the product as per the instructions on the bottle, apply evenly to the surface of the stone and scrub with a stiff deck brush, then rinse clean with a jet-wash. This process may need to be repeated for stubborn marks. When using the jet-wash, be sure to select a medium pressure and hold the nozzle at least 500mm away from the surface of the stone in order to prevent the water jet from etching it.

Please note:- It is important to take care during the installation process to clean any cement or mortar off the stone as you go. Cement can become lodged in the pores of the stone and, if allowed to go off, can be incredibly difficult to remove even with the use of cleaning products.