

## **FREQUENTLY ASKED QUESTIONS**

### **Do the pavers come in different sizes?**

*Yes. This is a feature of our range. Some styles we offer 4 sizes enabling you to create different bond patterns or select a size that suits the area you are developing.*

### **What is a bond?**

*A bond is a pattern created by the laying of the pavers. This can include a variety of different sizes and layout options. These can be geometric, very formal or random in appearance.*

### **Do you offer different finishes?**

*Yes. This is another feature of our pavers. There are currently six face options on offer. Also, we offer different sizes in some options so there is a wide selection to choose from.*

### **Can we lay over existing pavers or concrete?**

*Yes this may be possible following advice appropriate to your situation.*

### **Will your company lay the pavers for me?**

*We specialise in manufacturing. Our pavers can be laid by any professional*

### **Can I lay your pavers?**

*Yes. Kiwis are renowned for their DIY approach. Please ensure you do your homework first. If in doubt use a professional.*

### **What are your pavers made of?**

*Pavers are made of a mix of natural stone aggregates, cement, add-mixtures and oxides.*

### **How long from order to delivery?**

*Depending on volume, style and colour we can generally deliver between 1 – 4 weeks from order date.*

### **Can your pavers be laid inside as well as outside?**

*Some styles are suitable for both indoor and outdoor applications. Others are suitable for outdoors only.*

### **How do I maintain the look of the pavers?**

*Simply brush with a firm broom. Pavers can be washed with a very mild cleaner.*

### **Do your pavers need to be sealed?**

*This is a choice you need to make depending on where you will lay them. If laid indoors sealing is recommended. If laid in an outside area such as around the BBQ where there is a high possibility of staining sealing should be considered.*

### **What are the features and benefits of sealing pavers?**

*Sealing reduces the risk of staining from oils, red wines, foods etc. Cleaning will be easier for high traffic areas. It reduces the occurrence of*

*mould and fungal growth that can be more prevalent in cold or south facing areas. Sealing will change the depth of colour in the pavers and will slightly reduce the natural appearance. Once pavers have been sealed they will need recoating from time to time due to wear and weathering.*

### **Is the colour only on the top of the pavers?**

*No. Stoney Ridge pavers are either natural in colour or have an oxide that is mixed through the entire product. This gives depth to the colour and the product has a more natural patina which improves with age as do natural stone.*

### **What is the milky substance that can appear on pavers?**

*The natural aggregates and cement used in pavers contain levels of salts and minerals. Pavers like stone, cement and to a greater degree pumice is a porous product therefore absorbs and releases water in different conditions. The water then carries the salts to the surface when the water evaporates the salts are left. Over time this natural occurrence (sometimes called efflorescence) will reduce.*

### **Can you produce custom colours?**

*Yes this is possible. We can produce a wide range of custom colours within the natural palette of the aggregate and oxides we use.*

### **Do you deliver and is there a charge?**

*Yes, cost is based on distance, weight and volume. We can obtain a quote on your behalf and arrange the freight for you.*

### **Will I need to pay a deposit?**

*Yes. We require a 50% deposit on confirmation of your order and before we begin manufacturing your pavers. The balance is due on delivery.*

### **Will there be any other costs?**

*Yes. There is a per pallet deposit required that is fully refundable on return of the pallet (at your cost). We use biodegradable packing foam sheets which are charged out at a per sheet price.*

### **Where can I see your pavers?**

- Stoney Ridge Ltd  
30 Erua Rd, Ostend  
Waiheke Island
- Central Landscape Supplies  
88 Onetangi Rd  
Waiheke Island
- Central Landscape Supplies  
Cnr Tavern & East Coast Rds  
Silverdale, Auckland