

product information & guidance

About us

Natural Paving Products is one of the UK's leading suppliers of high quality, ethically sourced natural stone landscaping products. We are an ethically aware company and we are members of the Ethical Trading Initiative.

We supply products to businesses and consumers and have a team of highly experienced sales and technical staff who are available to provide advice and guidance. We are always happy to help and to try and answer any queries that you may have about any of our range of products.

For further information please contact our Customer Service Team on 0845 072 1150.

Purchasing our Products

If you would like to purchase any product in our range please contact us directly through our Customer Service Team. We can assist you by providing contact details of our network of stockists, designers and/or installers.

All sales will be subject to applicable Terms and Conditions which are available directly upon request or from your stockist, designer or installer.

Samples of our products are available from our stockists. We are a supplier member to the Builders Merchant Federation and to the Horticultural Trades Association, many of whose members are Stockists of Natural Paving Products.

Distribution

Natural Paving's products are available to our stockists for collection or delivery from our distribution centres at Tilbury, Doncaster and Grangemouth.

Approved Landscaping Professionals Scheme

Please note that our scheme is designed to provide a list of members that are independent contractors, installers and designers, whose workmanship has been assessed in order to reduce the risk for you when choosing a landscaping professional. Natural Paving cannot accept credit or responsibility for their actions and work, we can only guarantee the natural stone products, subject to completion of the required paperwork and criteria.

About our Products

Please be aware of the following information about our products.

The product names do not always relate to the geology of the stone.

All of our products are natural stone and vary in colour and texture. Each individual piece will have distinct markings and may contain natural imperfections and defects. Size variations will also occur and unfortunately this means we cannot guarantee particular sizes. All product dimensions are nominal and calibrated products are subject to variations. Traditional hand cut flagstones may result in some delamination of the surface of our products.

Over time, environmental conditions will impact on our products which may attract lichen, algae and/or other organic growths and the appearance of our products may be affected. Due to the composition of natural stone and as its mineral content oxidises, colour variations may also occur. Some stones may suffer from efflorescent or staining from jointing, bedding and fixing compounds/mortar.

Product Care

Careful consideration must be given to the use and care of our products. You should seek technical advice at all stages from your stockist, designer or installer as to the care of the particular product you have purchased.

In particular please be aware that you should consider whether the product can be used for the purpose you require. Also please note that sealers and certain other materials can damage all of our products. Staining of our products can occur if they are not cared for or are used incorrectly and specialist advice should always be sought if you are in any doubt as to any matter.

Health and Safety

We would recommend that you take extreme care when dealing with our products. In particular, many of our products are heavy and awkward in shape to lift and we recommend that suitable lifting equipment is used. Appropriate protective clothing should be worn at all times and health and safety legislation should be adhered to when working with our products. When cutting our products either with chisels or rotary disc cutters it is essential that suitable eye protection is worn. Always ensure that suitable respiratory protection is worn to avoid the inhalation of dust particles produced by high speed cutting devices.

It is your responsibility to ensure that you comply with all applicable health and safety legislation and guidelines.