



M A M O

- STONE ART -

## Distinctive Attributes of Natural Stone

Stone extracted from quarries is an outcome of nature and isn't bound by the consistency regulations that are applicable to artificially manufactured materials. Natural aspects like indentations, fissures, as well as variations in tonal attributes, veining, and shading are all inherent traits and generally held in high regard.

Clients understand that natural stone products provided by MAMO might encompass, present, or be susceptible to any of the aforementioned attributes along with the subsequent qualities:

1. Cracking, blemishes, specks, and imperfections
2. Differences in hue, tint, dimensions, design, veining, markings, texture, strength, density, proportions, surface, and completion, which might diminish or alter over time; and
3. Visual phenomena like haziness or smudging under different lighting conditions and angles.
4. Fissures (unsealed veins), tiny or hairline fractures, faint scratches, or minor chips, including restorations considered acceptable within the stone industry.
5. The Client recognises that products or items that encompass, display, or are subject to any of the above mentioned attributes are not flawed or of unsatisfactory quality due to these features.
6. Slight marks and minor chipping lack structural impact and are therefore not classified as defects.

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## Stone Care

Caring for a natural stone requires some attention and effort to maintain its beauty and longevity. Here are some general maintenance suggestions:

### **Regular Cleaning:**

- Wipe down the table with a soft, damp cloth or sponge to remove dust, dirt, and spills.
- Use a pH-balanced, stone-specific cleaner to clean the surface. Avoid acidic or abrasive cleaners that can damage the stone's finish.
- Blot spills immediately to prevent staining. Avoid wiping, as it can spread the spill.

### **Avoid Harsh Chemicals**

- Do not use vinegar, lemon juice, or other acidic substances for cleaning, as they can etch the stone's surface.
- Avoid abrasive cleaners, scrub pads, and scouring powders, as they can scratch the stone.

### **Heat Protection (for applicable products)**

- Use coasters, trivets, or placemats under hot dishes, cookware, or utensils to prevent thermal shock and potential cracking.

### **Scratch Prevention (for applicable products)**

- Place felt or rubber pads under objects that could scratch the stone's surface when moved or used.
- Avoid Heavy Impact:
- Natural stone is durable but can still be chipped or cracked by heavy impacts. Be cautious when moving heavy objects around the table.

### **Avoid Water Rings (for applicable products)**

- Use coasters or mats under glasses and cups to prevent water rings from potentially forming on the surface.

### **Avoid Direct Sunlight**

- Prolonged exposure to direct sunlight can cause colour fading and damage to some types of natural stone. Use curtains or blinds to limit exposure.

### **Professional Maintenance**

- Periodically consult with a professional stone restoration specialist for deeper cleaning, resealing, and addressing any issues like scratches or dullness.

### **Storage and Handling**

- Ensure the product is protected from potential damage. Wrap it in blankets or padding to prevent scratches, chips and cracks.

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## Stone Sealing

Unless otherwise stated, MAMO Natural Stone products are sealed at the factory with a professional grade stone sealer:

To maintain this, it is recommended to apply a stone sealer such as Lithofin periodically, depending on usage.

MAMO Sandstone products are sealed at the factory with a professional-grade stone sealer. To maintain this, it is advised to apply a stone sealer such as Lithofin once or twice a year, depending on usage.

The recommended sealer by MAMO is readily available through most retail stores or online at <http://www.lithofin-australia.com/>.

If staining occurs, use a stone and tile stain remover. For the most stubborn stains, we recommend using Lithofin.

MAMO is a natural stone. Please avoid using oil-based sealers or putty as these products can cause stains if applied.

After each use, wipe the basin dry with a soft cloth.

Regularly clean with a non-abrasive granite & marble cleaner, such as Lithofin.

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## Warranty

The Customer acknowledges that there are no warranties, expressed or implied, for all slabs, tiles or products made from natural stone.

Natural stone undergoes millennia of formation, shaped by harsh weather, climates, and elements from the earth and sea. Variation in appearance is inherent, with no two pieces of stone identical. Such variation is not considered a material defect. Prior to placing an order, it's essential to anticipate and acknowledge the expected variations in advance of installation.

As an organic stone, it is important to note that there may be occasional presence of holes, fissures and/or cracks. When you choose to invest in MAMO natural stone products, it is vital to acknowledge that we have no control over the inherent formation and patterns found in the stone, such as veins, speckles and grains.

MAMO does not offer any assurance or guidance regarding the installation, affixing, grouting, or gluing of stone slabs or tiles. It is the client's duty to involve qualified masons or tilers who possess expertise in dealing with natural stone.

MAMO highly recommends engaging qualified and proficient masons and tilers for the installation of natural stone slabs and tiles. Inadequate familiarity with these materials could lead to harm to the stone and improper installation. MAMO cannot be held accountable for any losses suffered by the Customer due to such harm or breakage.

Before cutting or installation, a thorough assessment of materials must occur to confirm suitability. MAMO will not be held accountable for manufacturer/fabricator attempts to rectify, fill, or conceal such inherent imperfections, as these practices align with accepted industry norms.

The practice of "spot fixing" is strongly discouraged as per Australian Standards and should be consistently avoided.

Certain Travertine slabs are marketed as "Filled." MAMO disclaims any responsibility for potential dislodged "Filling."

The Customer relinquishes the right to raise claims against MAMO once the materials have been cut, installed or affixed.

MAMO is not responsible for alterations in the physical appearance of the stone subsequent to installation.

For your convenience, we provide a generous 7-day return policy on our warehouse stocked basins, ensuring your complete satisfaction with your purchase.

Please be aware that MAMO custom designed products do not come with a return warranty period.

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