



COMMERCIAL WARRANTY

This Limited Warranty provides assurance to those who have chosen Best Way Stone® as their source for concrete landscape products. Best Way Stone® products are manufactured to comply with and strive to exceed applicable standards established by the CSA (Canadian Standards Association) and the ASTM (American Society for Testing and Materials). These standards ensure the durability and performance of concrete landscape products when installed and maintained for commercial use in accordance with recognized industry practices.

LIMITED WARRANTY

Best Way Stone® offers a 5-Year Limited Warranty on concrete landscape products, covering failures in structural integrity or abnormal deterioration resulting from reasonable application of sodium chloride (common rock salt). This warranty does not apply to Wet Cast products.

Warranty coverage applies to products that have been installed according to recognized industry practices outlined by CMHA (Concrete Masonry & Hardscape Association) as recommended by Best Way Stone®. Products must be used for their intended purpose and properly maintained.

All claims are subject to review, inspection and approval by Best Way Stone®. Best Way Stone® reserves the right to conduct a site visit or request an independent professional inspection to determine the cause of the product failure.

If a valid warranty claim is confirmed, Best Way Stone® will provide replacement product at no cost for the defective materials. Warranty is limited to replacement of the defective product only. This does not include labour, transportation or any associated costs. Products not manufactured or supplied by Best Way Stone® are not included. Proof of purchase is required.

Best Way Stone® will make reasonable efforts to provide replacement product of the same type and colour. However exact colour matching cannot be guaranteed. If the original product has been discontinued a comparable product of the same series will be supplied.

EXCLUSIONS

This warranty does not apply to:

- Claims regarding colour, size, or texture after installation as installation deems acceptance of the product
- Differences between product colour and printed or digital representations
- Improper installation or construction practices
- Installations that incorporate limestone screenings in the base or bedding layers
- Damage caused by sealers, chemicals or cleaning products
- Damage caused by pressure washers, compactors, snow removal equipment
- Deterioration caused by the improper or excessive use of de-icers (including sodium chloride)
- Negligence, misuse, or abuse by the owner, installer, or third parties
- Efflorescence, jointing sand residue, or construction residue
- Normal wear and tear, including natural colour variation or minor surface abrasion
- Natural disaster or other uncontrollable events
- Site-specific conditions and influences, including but not limited to foliage, tree sap, organic staining, tire marks, and similar environmental factors



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CARE & CONSIDERATIONS

Best Way Stone® products are manufactured to withstand the demanding Canadian climate throughout all seasons. As with any exterior building material the property owner is responsible for proper care and maintenance to preserve appearance and performance.

Cleaning

Concrete landscape products are subject to natural weathering from exposure to rain, dust, organic materials, sunlight and regular environmental use such as foot and vehicle traffic. As a result, routine cleaning is recommended using mild cleaning products. When using any cleaning product, always follow the manufacturer's instructions carefully. It is recommended to test cleaning products in a small, inconspicuous area before full application.

Sealers

Concrete sealers may be used as an optional protective treatment to enhance colour and improve stain resistance. Best Way Stone® recommends waiting until the season following installation before applying any sealer. Always read and follow product instructions during application.

De-Icing

The use of de-icing materials is important for safety during winter conditions. However, all de-icers can have an effect on concrete products. It is recommended to use rock salt (sodium chloride), as it has the least detrimental impact compared to other de-icing materials. That said, proper use is still required. Proper use of rock salt consists of preventative or reactive application in reasonable quantities during active winter conditions. This includes light to moderate application, with removal of excess residue when conditions permit. Improper use includes heavy or repeated applications beyond what is reasonably required for ice control, as well as piling salt directly on concrete products for extended periods.

Snow Melting Systems

Snow melting systems provide an alternative method for managing snow and ice while reducing the need for de-icing products. For projects incorporating these systems, Best Way Stone® recommends the use of permeable products where appropriate to promote drainage. To maintain warranty coverage, snow melting systems must be designed, installed, operated, and maintained in accordance with the recommendations outlined in CMHA Tech Note Pav-Tec-012. Best Way Stone®'s warranty applies to the paving products only and does not cover the design, installation, operation, or performance of the snow melting system.

Colour Variation

Best Way Stone® products are manufactured using natural aggregates and raw materials sourced from various locations. Variations in raw materials, manufacturing conditions, and weather may result in natural colour differences between products and samples. To achieve the best visual blend during installation mix units from multiple bundles and when possible, reference production labels to match dye lots.

Efflorescence

Efflorescence is a naturally occurring white deposit that can appear on concrete surfaces when water-soluble salts migrate to the surface during moisture evaporation. Efflorescence does not affect the structural integrity of the product. Often this will diminish naturally over time. If speeding up the process is desired an efflorescence cleaner can be used. Ensure instructions are followed as per products manufacturer guidelines.

Jointing Sand Residue

Jointing sand residue may occur when it is not fully removed from the surface of the product prior to activation or result of improper use. This does not affect the structural integrity of the product. Ensure instructions are followed as per products manufacturer guidelines.

Construction Residue

The installation process can generate dust, slurry, or residue from cutting operations. If not cleaned promptly, this may leave temporary marks or staining. Proper jobsite cleanliness during installation is recommended. Construction residue does not affect the structural integrity of the product.

