



Making your garden beautiful



Welcome to the Cotswolds' quality paving manufacturer

If you are looking for high quality paving products, true value for money, experienced advice and genuine customer service you are in the right place! Minster Paving is an independent family owned and run business with 35 years experience in the meticulous manufacture of high quality paving products and in helping home owners achieve the stunning patios of their dreams.

Our easy to follow laying guides and patterns help you to design your patio and we are always happy to provide you with straightforward, jargon free advice.

A commitment to quality runs throughout our business. All our products are made near Witney, only 12 miles from Oxford, using the finest materials, sourced as locally as possible, and with the latest technology to ensure maximum durability and an unsurpassed finish.

Unlike other paving specialists, our paving slabs can be bought individually or in packs and you can have as many or as little as you need.

Because we manufacture everything ourselves, we also have the flexibility to produce special orders and can produce pretty much everything in bespoke colours. So, if you can't see exactly what you are looking for, just ask. If we can, we will!

We have a full range of patio products and accessories from slabs to stepping stones, planters to feature walls, and have everything you need to transform your garden. So, whether you are dreaming of a garden retreat from a hectic lifestyle or a place to enjoy with family and friends, we are here to help!

Making your garden beautiful



Cover photograph
showing Garden
Design by
hortusvarius.com

Contents

	04	Minster Flagstones
	08	Yorkstone Riven
	10	Worn Limestone
	12	Travertine
	13	Cotswold Riven
	14	Standlake Smooth
	15	Decktile
	16	Mull Cobble / Cobble Mats
	17	Walling & Copings
	18	Circle Features
	22	Stepping Stones
	23	Edgings
	24	Fire Pit Surrounds
	25	Provence Tiles / Regency Brick
	26	Laying Guide / Laying Patterns
	27	Terms & Conditions



Minster Flagstone

This is a classical range that creates a beautiful finish. The Minster Paving Flagstone range is named this way because it creates a look typical of the village Old Minster just half a mile down the road and has been cast from genuine reclaimed flagstones creating a charming antique appearance. With excellent detail in the subtle texturing, the choice of colours available as well as the larger sizes that can be used in this range, a truly authentic look is achieved.

Compliment this range



Mill Edging and
Circle range
see pages 18 & 23

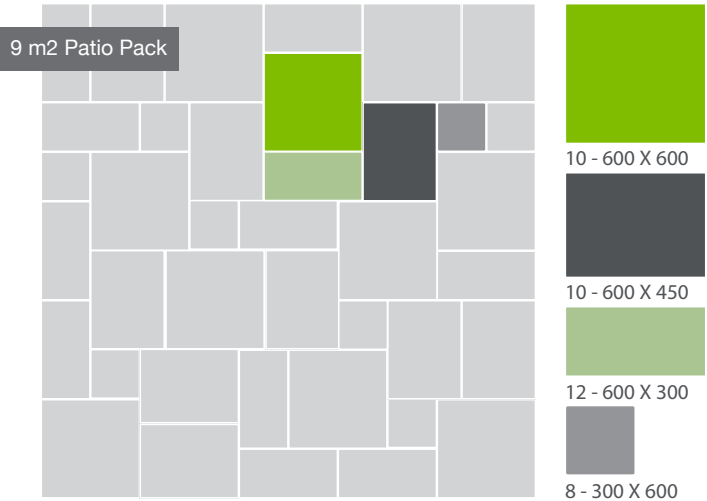


*A classic flagstone that
creates a beautiful finish*

Minster flagstone in Old Cotswold



Minster Flagstone on Old Minster



Minster flagstone in Old Cotswold



Minster flagstone in Cream

Colours



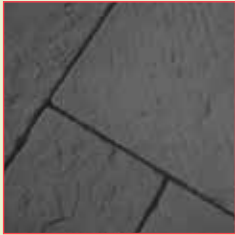
Old Minster



Old Cotswold



Cream



Slate Grey

Minster Flagstone in Cream



Minster flagstone in Slate Grey



900 x 600



600 x 600



600 x 450



600 x 300



450 x 450



450 x 300



300 x 300

All dimensions are in mm

Compliment this range

Creating an interesting focal point by using our Oxford circle, either as a standalone feature or squared off and incorporated as part of your patio.





Yorkstone Riven

Yorkstone Riven is an attractive and versatile slab that can suit a modern or cottage garden. With its characteristic texturing and its irregular edges this paving slab looks natural and authentic. Yorkstone Riven comes in a choice of four colours enabling you to choose your patio in a shade that suits the style of your garden. For the creation of a truly unique space we also have a number of features that will compliment the range leaving you with a beautiful finish to your garden.

9 m2 Patio Pack



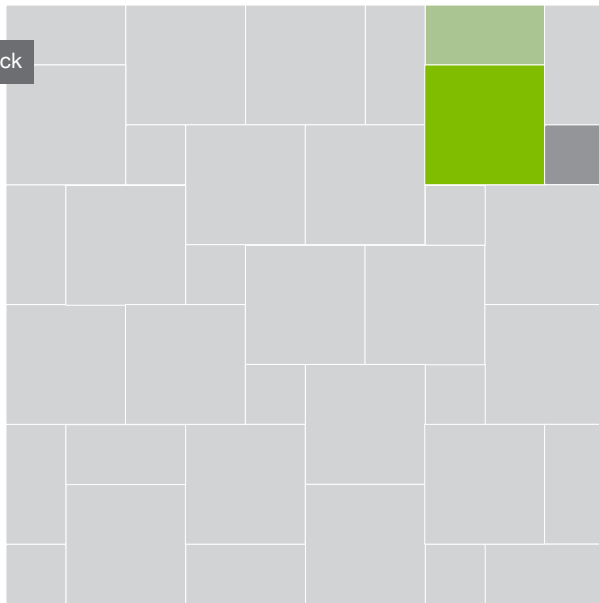
18 - 600 X 600



10 - 600 X 300



8 - 300 X 600



Yorkstone Riven in Weathered York



Yorkstone Riven in Slate Grey



Yorkstone Riven in Buff/Brown



Yorkstone Riven in Grey



Yorkstone Riven in Buff when wet

Yorkstone Riven



600 x 600*



600 x 450



600 x 300*



450 x 450



450 x 300



300 x 300*

All dimensions are in mm

See page 22 for a range of matching stepping stones and edgings to create interesting features and a finished look.



Colours



Buff



Yorkstone Grey



Buff Brown



Weathered York



Slate Grey

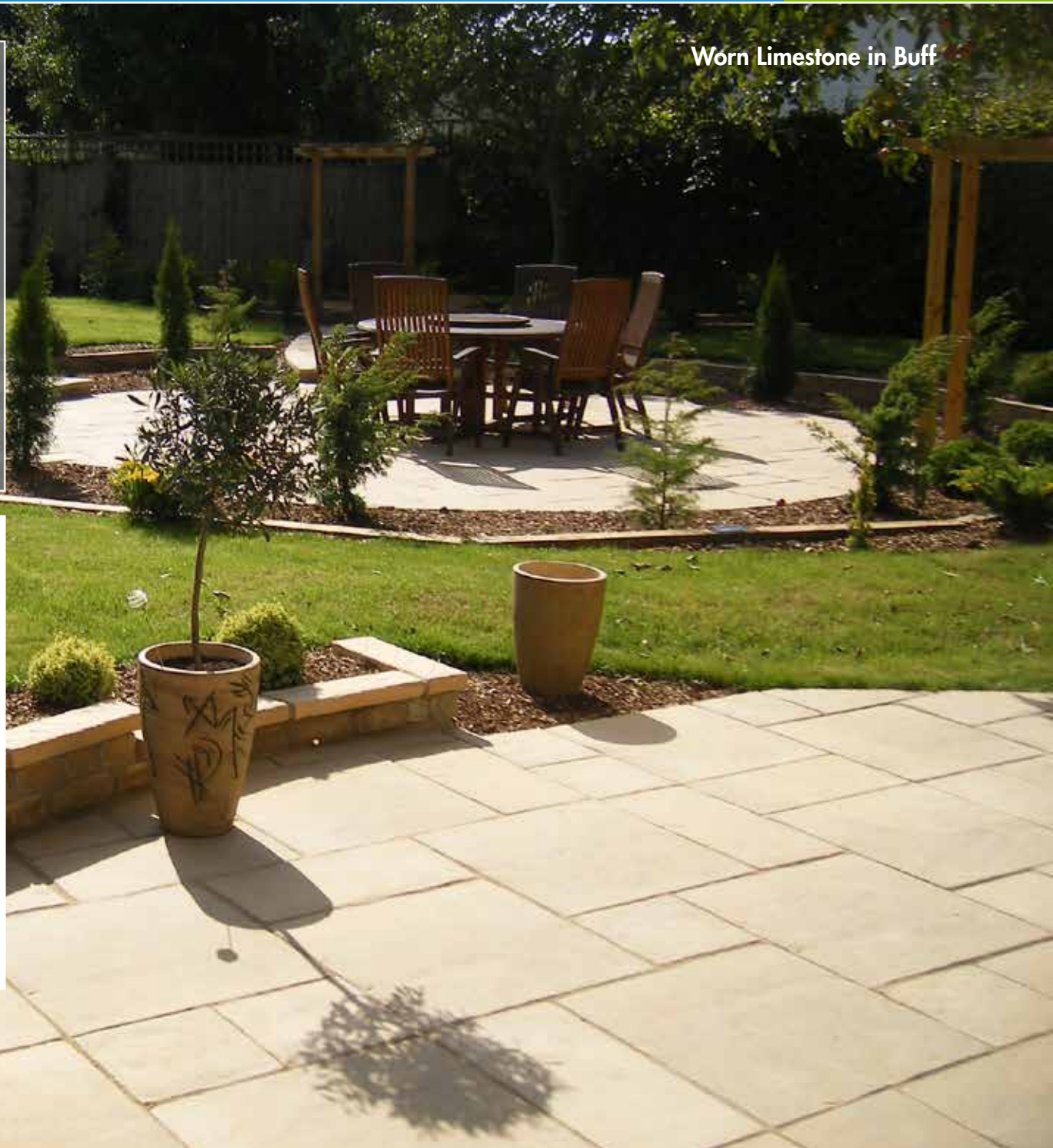
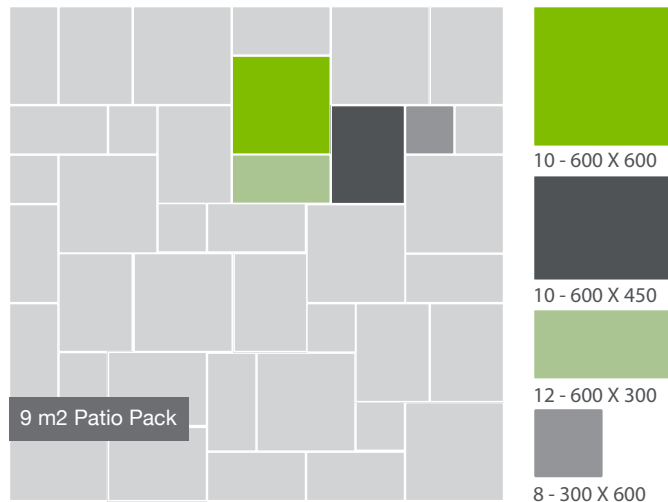


Oddicombe Brown

* Available in marked sizes only

Worn Limestone

Worn Limestone is highly individual in character with a distressed worn patina replicating original antique flooring from the Normandy region in France. Produced in light tones it goes without saying that it looks good outside, but due to its barely undulating surface it is ideal for furniture and works beautifully in interior applications such as a hallway or kitchen.

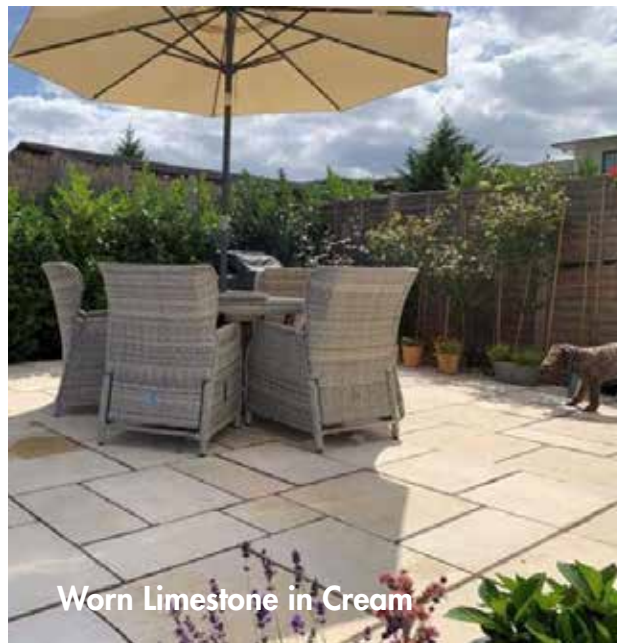




Worn Limestone in Buff



Worn Limestone in Slate Grey



Worn Limestone in Cream

Colours



Buff



Cream



Slate Grey

Highly individual in character



600 x 600



600 x 450



600 x 300



300 x 300

All dimensions are in mm

Travertine

Available in Cream or Slate, this paving models its looks on Travertine stone. With its high quality surface and light colour tones it is suitable for interior as well as exterior contemporary paving projects.

Travertine in cream



Travertine in Cream

A modern and contemporary look



Oval Feature
Available in
Cream only



600 x 400



400 x 400



400 x 200

All dimensions
are in mm



Travertine in Slate

Colours



Travertine Cream



Travertine Slate

Cotswold Riven

A tried, tested and trusted style of paving slab. Our Cotswold Riven range is ever popular. With five sizes available and its smooth slightly tapered edges this is a very versatile paving slab. A range of different laying patterns is easily achievable.



Cotswold Riven in Buff

A tried, tested and trusted paving slab

All dimensions are in mm



600 x 600*



600 x 450



600 x 300

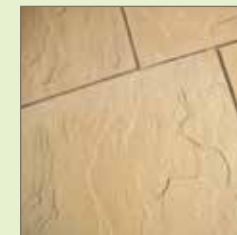


450 x 450*



300 x 300

Colours



Buff



Light Grey



Slate Grey

Standlake Smooth

The Minster Paving Standlake smooth Range models its looks on contemporary Limestone paving and is available in two colours. Cream and Slate grey.

The larger size of this oblong paving creates a clean contemporary feel, Standlake smooth paving has a high quality smooth surface. (with small indentations) the two distinct colour tones makes it suitable for contemporary paving projects.



*A new contemporary
limestone style paving*



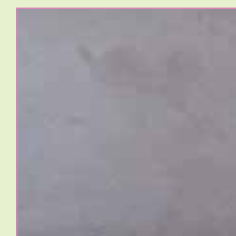
800 x 400

All dimensions
are in mm

Colours



Cream



Slate Grey



Decktile/ Wood Effect Paving

Wood effect Paving that does not rot! Whether it's a sleeper, stepping stone or decking style, this attractive paving looks authentic but is long lasting and maintenance free.



Log Sleeper



Decktile Paving



Heart Stepping Stone



Log Stepping Stone



Log sleepers laid as a patio



Decktile in Log Brown

Product	Size mm
Log Sleeper	675 x 225
Decktile	600 x 600
Heart step	420 Approx
Log Step	400 Approx

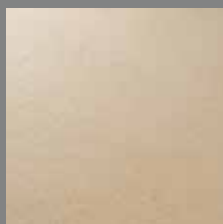
Colours



Log Brown

Modern Textured

Modern textured paving is both practical and durable, offering a degree of slip resistance which makes it the ideal paving for utility areas, shed bases or any spaces where functional paving may be ideal.



600 x 600



600 x 300

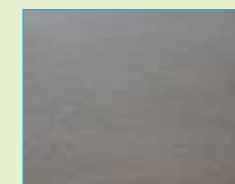


Modern Textured in Slate Grey

Colours



Buff



Slate Grey

Mull Cobble

An innovative, contemporary manufactured paving using different aged limestone cobbles to give a completely random effect when laid and jointed. The Mull Cobble makes exceptional focal points and wonderful pathways. It is also ideal around pools and water features.



Mull Cobble in Grey

Colours



Buff



Grey

Cobble Mats

Cobble mats offer a traditional look whilst using modern day materials to create easy use. Our cobble mats are 24 individual cobbles that are joined by a mesh and can be laid as a whole or cut to suit. Available in buff and grey, each mat is 600 x 400. Approx 4 mats to 1 square metre.



Cobble mat in Buff



Cobble mat in Grey

Colours



Buff



Grey

Walling and Copings

Simple yet effective, these styles of walling are quick and easy to build and are great for creating flower beds, retaining walls and steps/treads. Copings finish and protect your wall. They come in a variety of styles and shades creating a finished look.

**Please note that variation of depth/colour may occur in the curing process*

Walling

Random Walling (440 x 115 x 100mm) Buff & Grey/Green

Cotswold Walling (440 x 150 x 100mm) Buff & Light Grey

Copings

Flat riven coping (450 x 150 x 50mm) Buff, Light Grey to order

Flat riven double coping (450 x 310 x 50mm) Buff, Light Grey to order

Rustic Coping (460 x 160 x 40mm) Buff & Grey/Green

Twice weathered coping (apex) 600 x 140mm (Light Grey & Buff)

Twice weathered coping (apex) 600 x 280mm (Light Grey & Buff)

Twice weathered coping (apex) 600 x 460mm (Light Grey & Buff)

Once weathered coping - 600 x 160mm (Light Grey & Buff)

Once weathered coping - 600 x 225mm (Light Grey & Buff)

Once weathered coping - 600 x 400mm (Light Grey & Buff)

Pier Caps

225mm (Light Grey & Buff)

300mm (Light Grey & Buff)

375mm (Light Grey & Buff)

450mm (Light Grey & Buff)*

525mm (Light Grey & Buff)*

600mm (Light Grey & Buff)*



Random walling



Random walling with Rustic coping



Cotswold walling



Flat coping



Cotswold Walling



Pier Caps



Twice weathered coping



Once weathered coping

Circles & Features

Our range of circles and features is yet another way to create the look you would like for your garden. We have a circle to compliment every range, which can also be made in any shade that we do. Of course it doesn't have to be just a circle, Squaring off kits are available so it can be incorporated as part of your patio.

You can also use the individual circle paving slabs to create a winding path in your garden.

The Octagon creates a charming feature, again available in all shades. It is excellent for use around conservatories and can save the need for cutting Paving Slabs.



Star Octagon



Oxford circle in Old Cotswold

*A dramatic design
for something just
a little bit different*



Sun Octagon

Circles and features

Oxford circle and Octagon available to match any of the paving in our Minster Flagstone range to give a perfect finish to your garden

Aztec

Size: 2.56m dia
Squaring off kit available



Aztec Mini

Size: 1.8m dia
Squaring off kit available



Sunflower

Size: 1.8m dia
Squaring off kit available



Star Circle

Size: 1.8m dia
Squaring off kit available



Oxford Circle 18

Size: 1.8m dia



Oxford Circle 18

Size: 1.8m dia
with squaring off kit



Octagon feature

Size: 2.3m dia
with squaring off kit



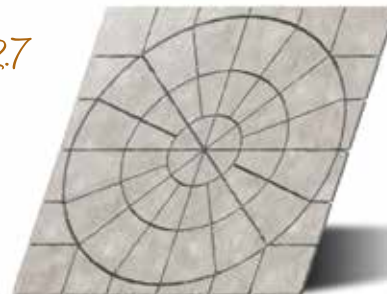
Oxford Circle 2.7

Size: 1.8m dia



Oxford Circle 2.7

Size: 3m
with squaring off kit



Oval Feature

Size: 3m wide 2.25m high
Available in cream.



Rotunda Circles

Rotunda 18

Size: 1.8m dia



Rotunda 18

Size: 1.8m dia
with squaring off kit
(Creates 1.8m square)



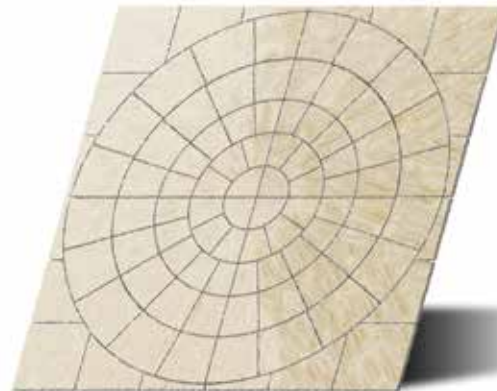
Rotunda 2.56

Size: 2.56m dia



Rotunda 3.46

Size: 3.46m dia
with squaring off kit
(Creates 3.6m square)



Rotunda 2.56

Size: 2.56m dia
with squaring off kit
(Creates 3m square)



Rotunda 3.46

Size: 3.46m dia



Rotunda 3.3

Size: 3.3m dia



Rotunda 1.5

Size: 1.5m dia



Rotunda 2.4

Size: 2.4m dia



Rotunda 2.4

Size: 2.4m dia
with squaring off kit
(Creates 2.7m square)



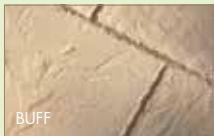
Rotunda 4.36

Size: 4.36m dia
(Pictured with
cobble mat
surround)



Rotunda 5.36

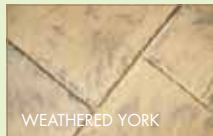
Size: 5.36m dia
(Pictured with
cobble mat
surround)



BUFF



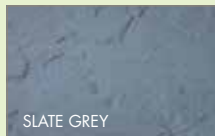
GREY / GREEN



WEATHERED YORK



BUFF BROWN



SLATE GREY



ODDICOMBE BROWN

Colours available



Minster Flagstone and Oxford Circle in Old Cotswold

Stepping Stones

Protect your feet from the great British weather and create an attractive feature at the same time. Stepping stones look great winding across a lawn or placed in decorative aggregates. We have many styles to choose from which can all be made in the same shade as your Paving.

Stepping Stones

Description - Colours	Size
Riven - Buff / Light Grey	450mm
Yorkstone - Buff / Grey	300/375/450/600mm
Roman - Buff	550 x 500mm
Garden Feature - Buff / Grey	600mm
Small Random - Buff / Grey	Approx 350 x 250mm
Large Random - Buff / Grey	Approx 540 x 440mm
Sunflower - Buff	450mm
Log Step Stone - Log Brown	400mm
Log sleeper - Log Brown	675 x 225mm
Mill Stone - Buff / Grey	600mm x 100mm
Animal - Buff	300mm
Compass - Buff / Grey	600mm
Ammonite - Buff	380mm approx
Foot - Buff	600mm x 250mm (at widest point)
Rope - Buff	430 mm
Half Penny - Buff	300mm
Cat - Buff	300mm
Petal - Buff	420mm
Farthing - Buff	300mm
Boot	Approx 560 x 280mm



Rope



Garden Feature



Cat



Riven Stepstone



Log sleeper



Roman



Halfpenny



Petal



Large Random



Log Stepstone



Foot



Farthing



Squirrel/Hedgehog/Fox/Fish



Sunflower



Mill Stone



Ammonite



York Stepstone



Boot



Compass



Small Random

Edgings

A style to suit all gardens, from contemporary to traditional. Edgings improve the overall appearance, creating a finished look.

Edgings Sizes	
Description - Colours	Size mm
Rope - Terracotta / Slate Grey / Brindle / Buff	585 x 150 x 50
Mill - Buff, Grey/Green	600 x 150 x 50
Rustic Brick - Terracotta	215 x 110 x 38
Stonelap - Buff, Grey/Green	440 x 250
Scalloped - Light Grey / Buff	600 x 150 x 50
Chamfered - Light Grey / Buff	600 x 150 x 50
Brick edging - Brindle	450 x 220 x 40
Rose edging - Terracotta	200 x 190 x 90
Corner Dollies - Buff / Slate Grey / Terracotta	50 x 50 x 270
Gully Surround - Terracotta / Light Grey	230 x 230 x 150



Rustic brick laid as a path



Rose Edging



Mill Edging



Brick Edging



Chamfer Edging



Scalloped Buff



Stonelap Edging



Rustic Brick



Gully Surround



Corner Dollies



Rope Slate



Rope Brindle



Rope Terracotta



Rope Buff

Fire Pit Surround

Our fire pit surround is ideal for any setting and enjoyed all year round.

Measuring approximately 1200mm overall with an internal measurement of around 840mm, it is available in three colours. (Buff, Grey and Slate Grey) and four height options.

Fire Pit Surround

Number of Rings	Height
2 Ring and Coping	250mm
2 Ring and Coping	345mm
2 Ring and Coping	440mm
2 Ring and Coping	535mm

Buff

Grey

Slate



Provence Tiles

These reproduction French Tiles will introduce a taste of terracotta living to any garden or home. The range of different masters create the rustic charm and blemishes of the handmade originals. Sizes will vary due to the imprecise production of the original tiles used to manufacture the moulds.



Sizes

370 x 220 x 20 mm

320 x 160 x 20 mm

270 x 270 x 20 mm

Regency Brick

Our Regency Brick slab comes in a Basket Weave pattern, with irregular texture, uneven block surface, these paving bricks faithfully reproduce a Victorian courtyard.

Sizes

450 x 450 x 40mm



Minsters guide to laying your patio

As with most DIY and Construction tasks, the best results are achieved by preparing properly. When it comes to laying Minster Paving, thorough preparation will help you create a patio or pathway to be proud of.

Planning:

Start by measuring the area that is to be paved and calculating just how much paving will be required. Minster Paving can help you with this by suggesting a selection of sizes that can be combined to best cover the area.

It's important to plan how the new paving will be drained before starting work. Will it simply be a matter of allowing surface water to run off at the edges and drain onto the garden, or will it be directed towards a gully or a linear channel? Wherever the water is to be sent, the paving will need to slope or "fall" in that general direction, and there will need to be adequate slope or "fall" to prevent water hanging on the surface of the paving for any longer than is absolutely necessary. It is generally recommended that the fall should be at least 1:60, which is roughly 17mm per metre or three-quarters of an inch per yard.

Tools you will need:

- Shovel or spade
- Wheelbarrow
- Cement Mixer
- Large trowel for spreading mortar
- Small trowel for pointing
- Rubber mallet
- Ball of string
- Wooden pegs or steel bars/pins
- Spirit level
- Tape measure or rule
- Cut-off Saw

Preparation:

Remove any turf and excavate to a depth of at least 150mm (6") to remove all topsoil. Dig off an area slightly larger than necessary to ensure there is ample working room. Normally an extra 150-300mm (6" - 12") is adequate.

Set up taut string lines as guides to the intended levels. Knock in wooden pegs or steel bars exactly on the outside edges of the planned paving and tie on string lines at the height of the paving. Stretch the string tight and fasten to the next peg, creating a straight and true line that will act as a guide to both the alignment and the level of the paving as it is laid. Bear in mind that,

except at doorways, paving should always be laid so it is at least 150mm (6") below the damp proof course (DPC) of any building.

All good paving has a support layer beneath. This is usually referred to as a sub-base and comprises a layer, roughly 75-100mm (3-4") thick, of MOT type one or recycled concrete. This is spread out over the working area, levelled off and then thoroughly compacted using a vibrating plate compactor which can be hired at most Tool Suppliers. The sub-base should have the same profile as that planned for the actual paving, so if the paving is to drain towards the garden, the sub-base should fall in the same direction.

The aim is to create a stable sub-base layer which is reasonably accurate and lies roughly 50-75mm below the finished paving level, so that, when laid, the flagstones are sitting on a mortar bed that has a fairly uniform thickness. Check the level of the sub-base by measuring from the string lines once it is compacted.

Laying the paving:

Once the sub-base is complete, the next step is to lay the slabs. Plan in advance what pattern or arrangement will best suit your project. For pathways, it's often a single strip of slabs laid one after the other, but larger areas such as patios and driveways offer more laying options. Will it be simple courses running along or across the length of the area or will it be something more decorative such as a random layout? It's important that you know what layout will be used before you start to lay.

Minster slabs are manufactured to the highest possible standards, but they need to be properly laid to ensure you get the best from them. In all instances, we strongly recommend that you lay the slabs on a full mortar bed. This means having the whole of the underside of the slabs supported by a sand cement mortar. The lazy way of using spots or dabs of mortar at each corner does not provide full support for the slabs and often results in cracked or rocking slabs.

Make the bedding mortar using a coarse sand (we can help you with this!). Mix 4 parts of the sand with 1 part cement, and when all the dry ingredients are thoroughly mixed, add clean, cold water, a little at a time, until the mixture starts to stick together. Ideally, the mortar will be damp without being overly wet and messy.

Spread the laying mortar onto the ground and level it out using a trowel to a thickness of around 30-40mm (1 1/4" - 1 3/4"). The bed needs to be just high enough so that, when the slab is positioned, it lies 6-10mm high

(1/4"-1/2"). Use a rubber mallet to carefully tap down the slab until it is at the correct level. Check the fall using a spirit level, and check that there are no 'lips' between the new slab and any that have been laid previously.

Always leave a gap of approximately 8-15mm (1/4"-1/2") between adjacent slabs and between the slabs and any wall, edging or other hard fixture. This will be filled with a mortar once the paving has set hard.

If any mortar has splashed or dripped onto the surface of the slab, wipe it off immediately with a damp cloth and clean water.

Never, ever stand on the newly laid paving. It needs to be left undisturbed for at least 24 hours to give the mortar a chance to harden. Only ever work from the unpaved area. Lay one slab at a time and get it right before moving on to the next one. Once several slabs have been laid, use a straightedge timber or a long spirit level to check the evenness over the surface,

Any slabs that need to be cut to suit the layout or fit around obstructions such as drains or manhole covers should be cut using a cut-off saw which can be hired-in when needed. Follow the safety instructions very carefully. All concrete and stone dust is harmful so make sure you wear the right type of mask and eye protection at all times. The saw should have dust suppression which is usually a hose attached to an outdoor tap to spray the dust as it emerges from the blade and prevent it clouding the atmosphere. Your hire supplier will be able to advise.

Jointing:

The next task is to carry out the jointing. The mortar beneath the slabs must be given adequate time to start to harden. We usually recommend at least 24 hours, but more time may be required in cold or damp weather. Once the bed is sufficiently hard, they can be walked upon with care. Avoid standing on the corners; try to place your weight in the centre of each slab.

The joints between each slab need to be filled with a mortar. This can be a cement mortar made using 3 parts sand with 1 part cement and just enough water to make it damp, or it can be one of the modern resin mortars which are brushed into the joints and left to set without staining the slabs.

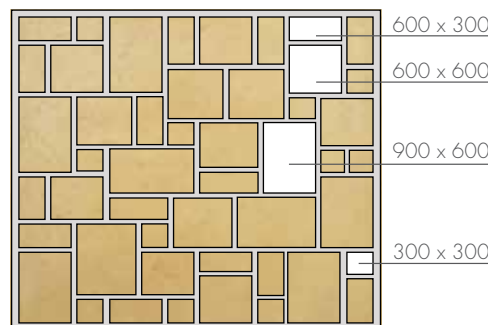
Cement mortars need the paving to be dry. The mortar is carefully pushed into the empty joints using a trowel, and then packed down and polished smooth using a pointing bar. Any spills or splashes must be wiped with a damp cloth immediately because they will stain.

Resin mortars are more expensive but they require less skill and, used properly, will not stain the paving. Resin mortars work best when the surface of the paving is wet. They are brushed into the empty joints where they self-compact and start to harden over the next 12-24 hours. Any excess resin mortar must be swept off the surface before it starts to set.

Whether you have used resin or cement jointing, the paving needs to be left for at least 24 hours so the mortar will set. After that, the paving can be used with care more or less immediately. We'd recommend giving it at least three days if possible before using it or loading it with patio furniture.

And then, if you've followed this advice, you can look forward to many years of trouble-free enjoyment from your beautiful new Minster Paving patio. Enjoy!

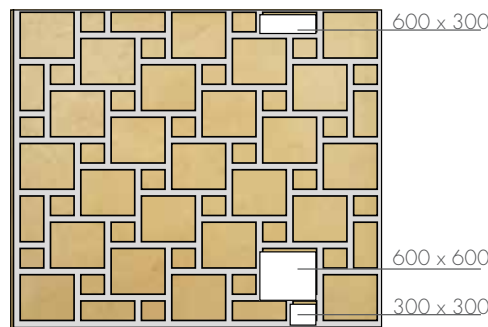
Laying Patterns



4 Size Random (area = 3.6m x 3.6m = 12.96m sq)

Suitable for Minster Flagstone

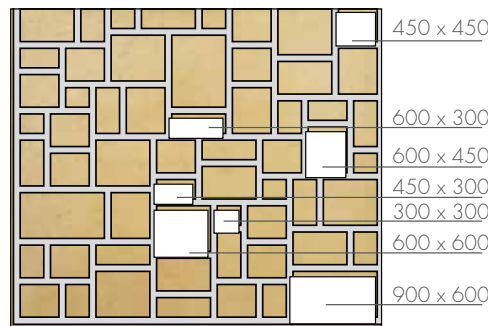
Consists of: 9 **900 x 600**, 12 **600 x 600**, 15 **600 x 300**, 12 **300 x 300**



Dutch (area = 3.6m x 3.6m = 12.96m sq)

Suitable for Minster Flagstone, Yorkstone Riven, Worn Limestone
Cotswold Riven

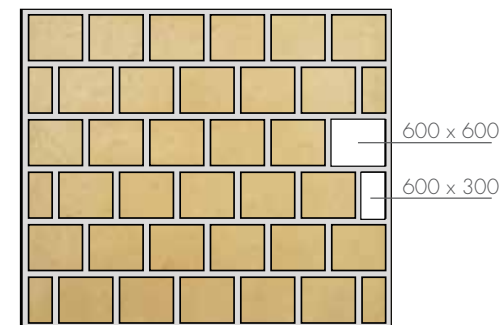
Consists of: 25 **600 x 600**, 8 **600 x 300**, 28 **300 x 300**



7 Size Random (area = 3.6m x 3.6m = 12.96m sq)

Suitable for Minster Flagstone

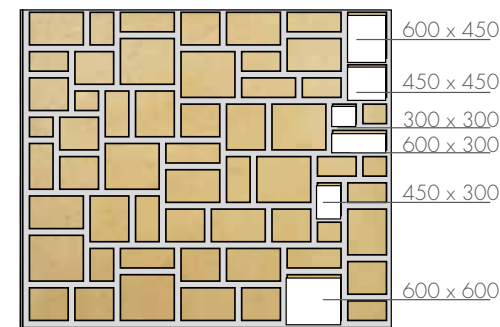
Consists of: 3 **900 x 600**, 6 **600 x 600**, 10 **600 x 450**, 10 **600 x 300**, 14 **450 x 450**, 9 **450 x 300**, 7 **300 x 300**



Half bond (area = 3.6m x 3.6m = 12.96m sq)

Suitable for Minster Flagstone, Yorkstone Riven, Worn Limestone
and Cotswold Riven

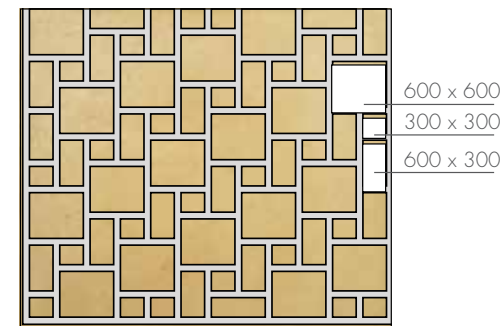
Consists of 33 **600 x 600**, 6 **600 x 300**



6 Size Random (area = 3.6m x 3.6m = 12.96m sq)

Suitable for Minster Flagstone, Yorkstone Riven

Consists of 8 **600 x 600**, 13 **600 x 450**, 11 **600 x 300**, 14 **450 x 450**, 9 **450 x 300**, 6 **300 x 300**



Tudor (area = 3.6m x 3.6m = 12.96m sq)

Suitable for Minster Flagstone, Yorkstone Riven Worn Limestone
and Cotswold Riven

Consists of 18 **600 x 600**, 24 **600 x 300**, 24 **300 x 300**

Terms and Conditions of Sale

We hope you enjoy many years of use with your new patio, below is some information that should be noted.

Colours

Slight colour and shade variations can occur in concrete paving slabs replicating the natural variations you would see in real stone. Variation between batches can occur and it is therefore recommended that before laying commences, slabs are drawn from the packs and mixed to suit. Colours can change and weather over time, the way in which this happens is dependent upon the surrounding conditions. Strong sunlight, shade and naturally occurring variations in the aggregates used can all alter this. This is not detrimental in the use of the slabs in any way and will generally enhance the appearance as it creates a natural finish. As with natural stone, small brown patches may appear. This is due to iron oxidation occurring, again this is not detrimental to the slabs and these marks will weather down with time.

Efflorescence

On occasions you may notice white patches appearing on your patio, this is known as efflorescence. This condition can occur with all concrete products that have a high cement content. It is more noticeable when the slabs are dry and is due to deposits of calcium oxide reacting with carbon dioxide. This will disappear with time and generally does not reappear again. Please note that should there be any other defects other than the above mentioned naturally occurring ones, Minster Paving Ltd should be notified before the paving slabs have been laid. Once the paving slabs have been laid Minster Paving Ltd cannot accept responsibility for any defects or the above mentioned conditions.

Cleaning

We do not recommend the use of a jet/pressure washer. Washing your patio with a brush should be adequate but should you wish to use a cleaning product, use only ones that are recommended for patios and follow the manufacturer's instructions. DO not use de-icing salts on your patio, this can affect the surface appearance. Weed killers/insect repellents etc with an acid or alkali based content can affect the colour and surface of the slabs, again we recommend that these are not used on your patio and cannot accept responsibility for any variations that occur through uses that are not intended for paving slabs.

Dimensions

All sizes stated are nominal and may be subject to change. Slight variations in thickness may occur and Minster Paving Ltd therefore recommends that slabs are always laid on a mortar bed. Small fissures may occur on larger individual slabs as a result of shrinkage. This does not necessarily affect the long-term performance of the product.

Liability

Liability in respect of any statements, conditions, warranties and representations made on behalf of Minster Paving Ltd is limited in accordance with the terms set out in the Standard Conditions of sale. Whilst every effort is made to give sound advice, Minster Paving Ltd cannot accept responsibility or liability in respect of products being used for any purpose other than those for which they were intended. Due to continuous development, products may be subject to change without notice. Customers should check information is up to date. Due to limitations in photography and on screen images there may be slight differences in the colours as shown on website.

Your Rights to Cancel When Buying Off or On the Premises - Should you wish to cancel, you must do so within 14 days. Your right to cancel will expire after 14 working days, starting the day after the day that you received the goods. If you wish to exercise these cancellation rights then please contact us.

Once you have notified us you are cancelling your contract, and whilst goods are on your property during the cancellation arrangements:

- Every effort must be made by yourselves to ensure goods are treated with care.
- Any returned goods are to be repackaged in a similar manner as you received them
- All costs incurred for return deliveries are to be paid by yourself the customer.
- We will assess the goods once returned and in a fair manner decide upon condition we receive the goods and refund accordingly. If goods are damaged then we reserve the right to withhold a proportion of the original costs.
- Orders cancelled may also be considered for 20% handling charge that can be deducted from the amount credited to you.
- Multi buy offers / discount goods cannot be exchanged or refunded in part.
- All special orders that are non-stock items must be paid for in full prior to ordering and may incur a delay in delivery if this hasn't happened, and are subject to a non-refund or return policy.
- Proof of purchase always necessary.

Pallets

We reserve the right to charge for pallets, this price may change as costs to us change. A full refund will be given, provided the pallets are returned to Minster Paving Ltd in good condition within six months of the invoice date. No refunds can be given without the original invoice.

Delivery

All our goods are palletised in a professional manner and we will strive to ensure that you receive them in good condition. It is essential that extreme care is taken when unpacking goods as goods can become unstable and can cause injury. We will not be held responsible for any injuries caused due to mishandling of products. Goods are delivered on the understanding that they will be crane off-loaded directly off the side of the lorry onto the kerbside. If the customer directs the lorry off the public highway, then the customer will become solely responsible for any resulting damage to the property or the vehicle. Goods are delivered on a large 18ton lorry.

Courier Deliveries

We may occasionally use external courier companies for our deliveries, this will be done with your knowledge at the point of order. External companies will also require your telephone number and delivery address, they will stipulate that the delivery is done under their own terms and conditions of business and usually require a signature as proof of delivery, these deliveries are normally kerbside only and most delivery drivers will off load using tail lifts and manual pallet trucks. The ground on which the pallet is to be off loaded needs to be of solid standing and reasonably level. If any delivery issues arise due to failure to you informing us of the possible problems then you the customer will be liable for any return delivery charges incurred. Please check your order is correct and delivered in good condition before signing and accepting the delivery. No claim for compensation can be made once the delivery note has been signed "received in good condition."

IMPORTANT NOTICE: please note that if we are delivering your goods via a courier then you must read the "deliveries for couriers" attachment as any restrictions to access will occur delays in deliveries and redelivery charges. Please notify us ASAP if you think access for deliveries will be an issue as we cannot be held responsible for non deliveries due to this.

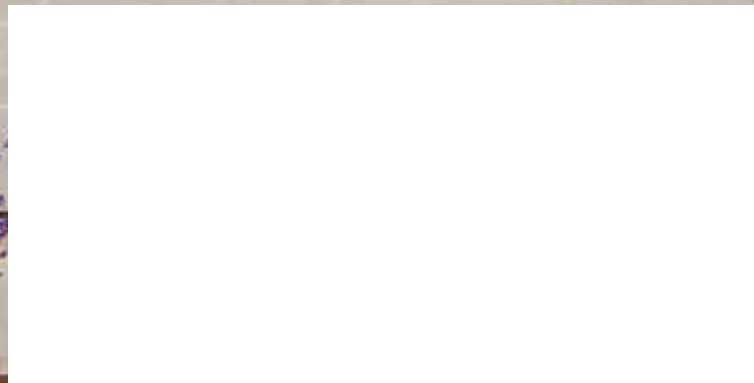
During Transit - The paving will be carefully stacked, banded and shrinkwrapped but it is inevitable that the paving may rub each against causing scuff marks, these marks are not permanent or detrimental in the use of the slabs in any way and will wash/rub off.

Breakages

Breakages need to be reported within 5 working days of delivery and preferably as soon as possible after delivery. Photos need to be taken of the breakages of whilst still on pallet, this helps see the breakages in context. If you see breakages on delivery do notify the driver. Breakages outside of this time period cannot be claimed for.



minsterpaving
QUALITY PAVING MANUFACTURERS



Minster Flagstone in Old Minster

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