

STONEIMPRESSIONS

— TIMELESS DESIGN. ARTFULLY CRAFTED. —

TILE INSTALLATION AND CARE GUIDELINES

NOTE TO HOMEOWNER: Thank you for choosing StoneImpressions! With proper installation and thoughtful care, your tile will remain a beautiful part of your space for years to come. We strongly recommend that the tile is installed by a professional. Please read these guidelines carefully, whether you are a professional installer or a homeowner handling a project yourself.



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APPROVED INSTALLATION AREAS

All StoneImpressions tiles arrive sealed with a clear and durable topcoat to offer protection in a variety of settings.

Our tiles are ideal for:

- Interior wall applications in dry areas or intermittent wet areas (e.g., shower walls)
NOTE: Always pair with a premium waterproofing system (such as Schluter or Laticrete) when installing in wet areas
- Light-traffic residential flooring
- Our Dappled Limestone features a textured surface and is recommended for vertical installations only.

Our tiles are not suitable for:

- Fully submerged areas (pools, fountains)
- Countertops
- Shower floors or areas with standing water
- Steam showers or saunas
- Shower niches or any recessed/shelved areas where water may pool
- Outdoor environments
- High-traffic floors

IMPORTANT: While our tiles arrive sealed, stone is naturally porous and should never be submerged in water.

TILE INSPECTION AND STORAGE

Inspect all materials thoroughly before installation begins.

We ask that you notify us within 30 days of receipt of shipment if there is any missing or incorrect material. Replacement materials will be shipped at no cost via the same method the order was originally shipped.

Claims for damaged materials must be made within 48 hours of delivery. Most freight companies require that you retain all original packaging and shipping materials for inspection.

Variations in shade and color are inherent to natural stone. Your materials may have naturally occurring variations in veining, coloring, inclusions and surface texture.

Tile sizes are nominal and may vary slightly based on the natural characteristics of the stone. We recommend confirming all measurements prior to installation.

TILE INSPECTION AND STORAGE, CONT.

All mural orders are shipped with a clearly labeled installation schematic, included with the packing slip, and coordinating labels on the back of each tile to ensure accurate placement during installation. Each tile label corresponds to a position within the mural grid on the schematic.

- Example Grid Layout:

A1	A2	A3	A4
B1	B2	B3	B4
C1	C2	C3	C4
D1	D2	D3	D4

If you do not receive a schematic, please contact us prior to installation and we will provide one.

Store tiles in a dry area with stable temperatures above freezing.

Allow tile to dry-set for 24 hours after unpacking.

Installation of the materials signifies acceptance. StoneImpressions cannot accept any claims for variance or incorrect materials after installation.

CUTTING AND SEALING

To cut tile:

- Use a wet saw with the design facing up.
- After cutting, allow tile to fully air dry before handling. Minimize contact with the cut edge, as it is more vulnerable when wet.
- Once fully dry, re-seal all exposed cut edges prior to installation.

NOTE: We do not recommend miter cuts on tile edges, as this can compromise the art layer and may result in delamination.

Prepping Installation Space for Tiles:

- When installing in areas with moisture exposure, a six-point sealing process prior to installation is recommended for added protection.

After installation:

- Seal the entire surface (tile and grout lines) with a high-grade penetrating sealer.
- Avoid sealers containing harsh solvents—such as ethanol, acetate, or similar components—which can damage the artwork (e.g., Dry-Treat Stain-Proof).
- Always test sealant compatibility before full application.
- Allow sealant to cure for a minimum of 72 hours before covering.
- Re-apply sealant regularly per the manufacturer's recommendations.

StoneImpressions does not warranty any sealants or their performance.

ADHESIVE AND GROUT RECOMMENDATIONS

You should always test adhesive and grout compatibility before full installation.

Adhesives should be specified for use with natural stone.

We recommend a white thinset or medium bed mortar.

We recommend a 1/8" grout joint with our tiles.

We recommend non-sanded grout, though a fine aggregate grout may be used with care.

Use only plastic or rubber floats. Metal tools, such as spatulas and trowels, should be avoided as they can scratch the tile surface.

For textured stone types, we recommend using a grout bag during installation to help prevent grout from settling into the natural pits and crevices in the stone.

NEVER APPLY TAPE OF ANY KIND TO TILE SURFACES.
This includes painters' tape and masking tape.

MOISTURE BARRIERS

When material is installed on a ground-level concrete slab, it is the responsibility of the buyer and installer to ensure that a proper moisture barrier is in place prior to installation.

CLEANING & MAINTENANCE

Our tiles can be cleaned gently with a soft cloth, warm water, and a pH-neutral stone cleaner or non-acidic soap.

Avoid harsh chemicals and abrasive tools. This includes:

- Acidic or alkaline cleansers (e.g., chlorine, phosphoric acid, acetone)
- Scouring pads or stiff brushes
- Rotary tools or electric scrubbers

Tiles should be re-sealed regularly based on the schedule provided by the sealer manufacturer.

StoneImpressions does not warranty any sealants or their performance.

TEMPERATURE ADVISORY

Avoid installations where the tiles may be exposed to sustained or concentrated high heat.

When installing tiles behind or above professional-grade appliances: Verify the required riser or clearance height as outlined by the appliance manufacturer. Proper spacing protects both the tile and nearby combustible materials—such as drywall, wood framing, or cabinetry—from heat exposure.

StoneImpressions tiles are appropriate for use on fireplace mantels or surrounds, provided they are not exposed to direct flame or excessive radiant heat.

Our tiles are not tested for use in freezing temperatures.

ADD-ON ORDERS

If additional materials are needed, we will be happy to assist.

To ensure the closest possible match:

- Please include the original PO and/or Order # on all submitted add-on purchase orders.
- We request that you provide clear photographs and/or a physical control sample of the original tile.
- Please include exact measurements of the original tile, including thickness, width, and length.

Due to natural variation in stone, we cannot guarantee a match in color, texture, or sizing without both visual and dimensional references. Orders placed without these references are considered final sale and are not eligible for return, refund, or exchange.

CONFIDENCE GUARANTEE

At StoneImpressions, every tile we produce is thoughtfully designed and manufactured in-house at our San Diego, California facility – making it a truly Made In America product. Since 2000, we've continually invested in research, development, and innovation to create a product that is not only beautiful, but also exceptionally durable.

Much of what we produce is custom crafted to meet each client's unique vision, specifications, and selections. From concept through final execution, we are committed to providing outstanding customer service and a collaborative experience.

We proudly guarantee the use of the highest quality natural stone and stand by our ethical practices. Every StoneImpressions employee is paid a livable wage, and unlike many in the tile industry, we remain firmly committed to domestic manufacturing. We do not outsource production.

When you choose StoneImpressions, you are choosing lasting artistry, responsible craftsmanship, and a team that genuinely cares. We're confident you'll love working with us, and love the tile you bring into your space for many years to come.

DISCLAIMER AND WARRANTY

PhotoStone LLC, dba StoneImpressions, provides product and installation information as a resource to assist customers in making informed decisions regarding selection, usage, installation, and maintenance. It is the sole responsibility of the customer and/or the installer to ensure that all installation preparations meet the owner's requirements and approval.

In the unlikely event of a product defect, StoneImpressions will, at its sole discretion, repair or replace the affected material. Reimbursement is limited to the original square foot cost of the portion of the material determined to be defective.

StoneImpressions will not be held responsible for material failure resulting from:

- Installation over damaged, defective, or improperly prepared surfaces
- Normal wear and tear
- Improper maintenance
- Cracking due to structural movement or substrate failure
- Environmental damage including fire, flood, weather events, or other acts of God

This limited warranty expires two years from the original date of shipment from StoneImpressions.