

WELCOME TO THE MARSHALLS PRODUCT BROCHURE

For more than 120 years, Marshalls has dovetailed creativity and imagination, designing elegant and practical hard landscaping solutions to enhance individual homes in towns and cities across the UK.

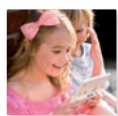
We design products to fuel your inspiration. Our product range has been compiled to stimulate your imagination, illustrating our products in real life settings to help you collect ideas, define your own aspirations and harness your creativity.

Whether you are a customer looking for a reputable installer to bring your dreams to reality, a DIY enthusiast or landscaping professional, our brochure brings the products vibrantly to life with real imagery and accurate detail – designed to make product selection easy and enjoyable.

“Our passion pervades everything we do. We use our expertise to create integrated landscapes which promote wellbeing to the benefit of everyone.”

Marshalls





"...we pledge a passion to bring to life all that you can imagine..."

Marshalls

We'll help you to imagine better

To guide you through your project from start to finish, take a look at the free design and planning tools on our website, providing imaginative, entertaining and practical ways to view, store and evaluate your plans and ideas.



The perfect online jotter to find, collect and share ideas



Create plans, try out laying patterns and quantify products



Create your own amazing 3D garden designs



Transform your driveway in an instant



GARDEN MOODBOARD

A digital moodboard app to feed your creativity and inspiration



Check out our new Facebook, Twitter and YouTube sites. Click on these icons on the website home page www.marshalls.co.uk

Making it happen - Marshalls Register of Approved Landscape Contractors

Enjoy peace of mind for every project. Marshalls Register of Installers brings together a nationwide network of independent professionals monitored closely by our Assessors to maintain the highest standards. To find a Register Installer in your area just visit Marshalls website www.marshalls.co.uk/transform/findinstaller and enter your postcode.

On your doorstep...

Marshalls products are available nationwide through Marshalls Deliver, our fast delivery service designed to get products to your local builders' merchant within 24 to 48 hours.

If your local builders' merchant can't supply the product you need, just call our stock finder service on 0870 411 2233.

True images

The great majority of photographs used in this brochure are genuine customer installations by Marshalls Register Installers. Our many contributors are gratefully acknowledged on p.163.



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"We care about the impact that our company and its products have on our society..."

Marshalls

For Marshalls, sustainability is not a commercial choice. It's a way of doing business to ensure products are developed to a consistently high standard and have a minimal impact on the environment.

It's also about working with the communities located around us, and giving our customers the products they really want.

To find out more about how Marshalls continues to lead the field in terms of sustainability, visit: www.marshalls.co.uk/sustainability



MARSHALLS AND SUSTAINABILITY

The Environment and the Community



Marshalls works closely with partners and local communities on a variety of initiatives, balancing the economic, commercial and environmental factors that produce a more sustainable and ethical business. Recent achievements include:

- Commitment to energy saving including employee engagement and carbon reduction programme
- Training over 1,000 landscapers in how to install permeable paving
- Creating an innovative outdoor play and learning environment for Egelscliffe Forest School to foster confidence and well-being in the environment
- 2012 Marshalls national charity of the year is ACT & Children's Hospices UK; they are the voice for children, who are unlikely to live to reach adulthood, and their families.



Commitment to Biodiversity

Marshalls has now achieved its third Biodiversity Benchmark from the Wildlife Trust for the company's work at Lloyds Quarry in Fron Haul, North Wales. Marshalls achieved the first Biodiversity Benchmark ever given for its site at Maltby in South Yorkshire and the first for any business in Derbyshire for its site at Stoke Hall. Lloyds Quarry completes the set as the first in Wales – particularly notable for the presence of protected species such as dormice.

The benefits of a thriving local ecosystem has been amply illustrated by a beehive at Marshalls head office. It has produced 120 jars of excellent honey, sold to employees for the Charity of the Year.

Marshalls remains committed to promoting biodiversity at all its sites and continues to work towards implementing Biodiversity Action Plans (BAPs) at all appropriate locations.



Marshalls is also a proud signatory of the United Nations Global Compact, the world's largest voluntary corporate responsibility initiative based upon principles of human rights, labour standards, environment and anti-corruption.



Committed to an Ethical Approach

Marshalls Indian Sandstone is proudly branded 'Fairstone' to assure concerned customers that all Marshalls Sandstone supplied from overseas is entirely ethically sourced. The Fairstone brand is our guarantee that this stone is quarried under strict conditions involving no child labour, a safe working environment, and fair wages for workers in line with the Base Code of the Ethical Trading Initiative.



Ethical Trading Initiative

Underlining our commitment to ethical trading, Marshalls continues its work with the Ethical Trading Initiative (ETI). In India, we implement the ETI Base Code on a daily basis, employing a full time in-field social auditor working with quarry owners and workers and in the wider community to uphold the Base Code and its principles.

ETI Base Code

- No one should be forced to work
- Workers should be able to join and form trade unions
- Working conditions should be safe and healthy
- Child labour should not be used
- Working hours should not be excessive
- Wages should be enough to live on and provide some discretionary income
- Workers should be treated equally regardless of their sex, ethnic group, religion or political opinions
- Where possible, workers should be provided with regular employment
- Workers should not be verbally, physically or sexually abused or disciplined.

Working with local voluntary organisation Hadoti Hast Shilp Sansthan (HHSS), Marshalls now funds seven free schools and four free health centres in the heart of the quarrying area in Bundi – giving children an education they would not have received and ensuring that their welfare, and the welfare of their families, is catered for.

SUCCESSFULLY REDUCING CARBON EMISSIONS



"...we proudly strive to make our world a better place. One stone, patio, pavement, town square or car park at a time..."

Marshalls



Marshalls was the first company in the world to measure and publish the carbon value of the 2000 plus hard landscaping products it manufactures.

Awarded the Carbon Trust Standard in 2009 for its work in measuring, managing and reducing its business carbon footprint. In 2011 Marshalls was the first company in its sector to re-certify, demonstrating a 15% reduction in carbon emissions; a really proud achievement for the organisation.

The Carbon Trust Standard provides a benchmark and independent measure of best practice for those organisations making a real impact by reducing their carbon emissions.

Matching the Government's pledge to reduce carbon emissions by 80% by 2050, Marshalls is well on its way to helping our country make a real difference in fighting the causes of climate change.

Carbon Footprint

A carbon footprint is the sum of the carbon dioxide and other greenhouse gases created by a single unit of product during its life from raw material extraction, production, through the supply chain, to use and disposal.



Marshalls carbon footprints were calculated using the Carbon Trust's Footprint Expert and certified by the Carbon Trust.

For those wanting to compare hard landscaping products, Marshalls carbon labels are leading the field, not only by providing independently verified carbon footprints for domestic products but also by demonstrating proven reductions in carbon emissions. This enables customers to make informed decisions about the products they buy, and therefore about their own impact on the environment.

Carbon Calculator



As part of this ongoing commitment to carbon and energy reduction, Marshalls was the first company in the hard landscaping industry to devise and launch a Carbon Calculator to enable customers to measure their carbon impact. The Carbon Calculator works by asking for the quantity of each product you wish to use, instantly giving a figure for the CO₂ impact and letting you see how many trees are required to offset the carbon produced in the creation of your driveway or patio.

The Marshalls Carbon Calculator can be found at www.marshalls.co.uk/transform/carboncalculator

SUSTAINABLE PRODUCTION

Marshalls is committed to reducing the environmental impact of our activities, managing our operations in a sustainable way, and seeking innovation in our use of energy and materials.



- You can rest assured that the Marshalls products you buy are not only the best quality, they are provided in the most sustainable way possible by a company working hard to improve the efficiency of its output.
- Marshalls complies with its obligation as a participant in the Governments Carbon Reduction Commitment Energy Efficiency Scheme (CRC) through the responsible sourcing of its raw materials, better energy and environmental management of manufacture, transportation and installation.
- Here are examples of the waste reduction, recycling and environmental activities involved:
 - Using less fossil fuel per tonne of product
 - Recycling to create less waste and use less virgin minerals
 - Using less water by recycling, harvesting and storage
 - Testing green energy; wind, biomass and solar
 - Fleet management and modernisation to reduce emissions and improve delivery
 - Protecting habitat flora and fauna and progressively restoring the biodiversity on manufacturing sites
 - Investing in training for employee skills, Health and Safety
 - Contributing to a wider community responsibility through shared values.

Independent Standards bodies have audited Marshalls performance and awarded them numerous certificates of attainment.



INVESTOR IN PEOPLE



FTSE4Good

Award Winning Performance

Marshalls efforts have been acknowledged independently by a number of corporate and environmental bodies, with a series of National Awards of which we are justifiably proud.

Superbrands 2012

For a third successive year Marshalls is recognised as one of the UK's leading brands



Ethical Corporation Awards

Category: Best Collaboration - Winner for our work in India



Business in the Community Awards

Sustainable Marketing & Innovation Award - Big Tick Winner 2010 Re-accreditation 2011



Business in the Community Awards

Skills in the Workplace Award Big Tick Re-accreditation 2011



Business in the Community Awards

Coffey International Award - Highly Commended



CONSTRUCTING A NEW DRIVEWAY – WHAT SHOULD I KNOW AND WHERE DO I START?



“Marshalls believes that we all need places that make us feel safer, happier and more sociable. Places to be ourselves, where we can live, play, create and grow...” Marshalls



Drivesett Tegula, Pennant Grey



Bioerse Paving System



Drivesett Tegula Priora, Harvest



Drivesett Natrale, Bronze

The Driveway Journey...

Marshalls can help you at every stage

So you want to install a new driveway? Maybe you want to enhance the kerb appeal of your home, maybe you need additional parking spaces or maybe you're concerned about flood risk and planning permissions and want a more sustainable solution.

Marshalls can help you at every stage of the journey.

1

Plan your project

First, decide on your priorities for the driveway, and give yourself plenty of time to plan – professional and reputable installers will be busy and will need notice to carry out your project. Use our Scrapbook and Driveway Visualiser to assemble ideas to show your potential installer.

Note: A driveway installation is a technical construction project which requires an understanding of drainage and loadbearing materials. Unless you are a skilled DIYer, we strongly recommend you talk to a professional installer to ensure you get the best possible end result, fit for purpose.

Choose your installer

The Marshalls Register of Approved Landscape Contractors brings together a nationwide network of independent installers who are not paid any commissions but choose to be regularly assessed and operate in accordance with the Marshalls Register Membership Agreement and Installation Guidelines.

Use our website to select Register Installers in your area, and ensure you get more than one written quote. Go to www.marshalls.co.uk/transform and follow the Find Approved Installer search function. Alternatively, you can ring our helpline on 0845 820 5000.

All Marshalls Installers are vetted for their technical ability; you can be assured they will deliver the driveway you have in mind. Whilst price will obviously play a role in your decision, we recommend you choose the installer you feel most comfortable with, who best understands your needs. Take the opportunity to view examples of their work carried out in your area when making your decision.

The great majority of photographs used in this brochure are genuine customer installations by Marshalls Register Installers. Our many contributors are gratefully acknowledged on p.163.

Call our helpline number on **0845 820 5000**

3 Choose your materials

Choose the best product for the job; always use block paving on driveways. Select the products you like best from our brochure and website, and discuss these with your installer. He will be able to advise on any design and construction constraints specific to your project.

4 Get it in writing

When you accept a quote, always request written confirmation detailing the work the contractor has agreed to carry out for the price. This will avoid the possibility of any misunderstandings at a later date.

5 Agree a schedule and plan accordingly

Agree a start date and also get an approximate completion date. Your installer will have a timetable in mind for each stage of the work, and should keep you advised of this too. Be prepared for a period of disruption around the house; a driveway installation done properly will entail excavators and other machinery, skips, lorry deliveries of material and some noise, so it pays to make sure your neighbours are advised too.

6 Protect your investment

Your written contract with your installer will protect your interests during construction. On completion, consider the Marshalls own 10 year Hard Landscape Guarantee – check out the benefits on our website and page 159 of this brochure.

7 Installation and payment

Marshalls Register Installers will want you to be fully satisfied with their work, and will not expect final payment until the project is completed to your full satisfaction. When the driveway is installed, cleaned, sanded and swept, the installer will ask you to inspect the work and take payment accordingly.

A correctly installed driveway will prove a significant asset; designed to complement your property it will transform the approach to your home, adding attraction and real property value.



CREATING A NEW PATIO – WHAT ARE MY OPTIONS AND HOW SHOULD I GO ABOUT IT?

Your new patio may even be an extension to your home; an additional outside space to entertain and enjoy



Fairstone Riven Paving, Autumn Bronze



Heritage Old Yorkstone



Eclipse Granite Paving



Coach House Paving

Planning a Patio...

Marshalls can help you at every stage

Perhaps you've moved into a new house and you're planning your entire garden – you may be looking at a whole new design with patio, paths and walls, or your lifestyle could be changing and you want more space to sit outside in comfort. Your new patio may even be an extension to your home; an additional outside space to entertain and enjoy.

1

How do I get started?

Our gardens are much more personal and individual spaces than our driveways. Here, we have the opportunity to express our ideas and aspirations freely and creatively.

To help you achieve this, Marshalls innovative online Garden Scrapbook and Garden Planner tools can play an important role in turning your outline thoughts and concepts into reality. These two, easy to use, imaginative visualisation tools bring together a whole range of ideas, themes and options to stimulate your imagination – and they're fun to use, too.

Keen gardener or pottering for leisure?

Begin by giving serious thought to how you want to use your garden and how it will fit in with your lifestyle. Are you a green-fingered gardener with ambitious planting aspirations, or are you looking for more low maintenance greenery to enjoy with minimum effort and time?

3

Matching your lifestyle

What style will match the design of your property or your own preferences – a riotous cottage garden full of colour and movement, or a more contemporary and geometric approach? Will it be a quiet, shady sanctuary or an open space for al fresco dining and entertaining?

4

Making the most of your site

What are the characteristics of the site? Is it large or bijou, sunny or shady, level or sloping? Do you enjoy an open aspect or a more private setting? Are you planning around existing focal features such as mature trees?

Document your planning

Take your time; use our online Garden Scrapbook to gather and document your ideas and aspirations. This brochure will provide you with an important insight into a whole range of successful and imaginative garden installations, all brought to reality by Marshalls Register Installers.

5

For the best results, seek professional installation advice

When you're ready, seek professional installation advice. Look carefully at the areas for patios, pathways and walling – there may be differing levels to consider in construction. You may want your installer to assist with planting as well as hard landscaping; although all Marshalls Register Installers are hard landscaping experts, not all offer soft landscaping or horticulture options, but they will be able to recommend a qualified professional to manage this aspect for you. Mature garden planting may only need reshaping and enhancing.

Get written quotations

As with driveway constructions, contact a selection of installers, show them your site and discuss your ideas, and request written quotations and installation timetables. Taking the time to plan and prepare at this stage will help to ensure that the end result matches your needs and aspirations into the future.

7

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Call our helpline number on **0845 820 5000**

Our outdoor spaces should reflect our personalities, our preferences and our lifestyles. Marshalls can help you to imagine better, accessing the products and professional skills you need to create the perfect garden environment.



GARDEN SCRAPBOOK

THE PERFECT PARTNER FOR GARDEN PLANNING

*Planning or redesigning your garden?
Feed your creativity with this
easy-to-use online tool!*



It's fun, it's easy and it's creative - at Marshalls, we've designed our innovative Garden Scrapbook facility as a quick, convenient and imaginative online tool to help you find new ideas and to collect references to the look and feel that best suits your lifestyle.

With a wide selection of creative themes and links to our own garden design experts, a Garden Scrapbook will inspire your imagination, from plants and pots to paving and pathways.

Just go to our website and click on the link to the Garden Scrapbook. There's a simple browser tool to allow you to collect images, which you can click and re-size to suit your requirements. It's the perfect *aide-mémoire* and an ideal place to gather your ideas for briefing your chosen Marshalls Register Installer.

From Easy Garden and Vintage Retro through to Blank Canvas, the templates are designed to encourage and feed your creativity. View the growing collection of online Garden Scrapbooks compiled by other garden enthusiasts and share your ideas with friends – your perfect outdoor space is just around the corner!

Choose your desired theme and let your **GARDEN SCRAPBOOK** inspire you towards your dream garden.

INSPIRED BY **Marshalls** *Creating Better Landscapes*

DESIGNER TRADITIONAL COTTAGE VINTAGE RETRO EASY GARDEN TRANQUIL RUSTIC BLANK CANVAS

Use our browser tool to collect images for your scrapbook

Simply click, re-size and arrange your scrapbook to your own requirements

The best thing is, as soon as you're happy with your design, you can turn it into a reality

Visit our **facebook** fan page for the latest chat.

Share and discuss your scrapbook designs with friends on Facebook

START YOUR SCRAPBOOK

[log in to edit one you've already created](#)

inspire you towards your dream garden.

INSPIRED BY **Marshalls** *Creating Better Landscapes*

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Share and discuss your scrapbook designs with friends on Facebook

START YOUR SCRAPBOOK

Gain inspiration by viewing other members' scrapbooks

or [log in to edit one you've already created](#)

What features would you like?



Find your inspiration... www.marshalls.co.uk/scrapbook

DESIGNER



TRADITIONAL COTTAGE



VINTAGE RETRO



EASY GARDEN



TRANQUIL

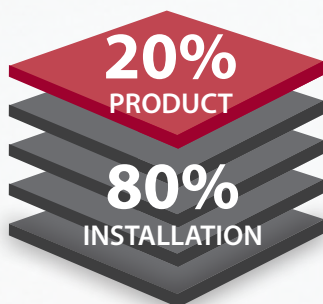


RUSTIC





COST OF INSTALLATION



The question most frequently asked is “how much will it cost?” The majority of installation costs are usually ground preparation and labour. Opting for a premium quality paving won't significantly increase the overall cost, so choose the best you can afford.

To find your nearest Marshalls Register Installer, visit www.marshalls.co.uk/transform
Alternatively call: **0845 820 5000**


Marshalls
REGISTER



Approved Landscape Contractors
and Driveway Installers

PROFESSIONAL INSTALLATION

THE MARSHALLS REGISTER OF APPROVED LANDSCAPE CONTRACTORS AND DRIVEWAY INSTALLERS

After all your inspiration, planning and investment, finding the right installer is essential, as you will rely on their advice, product knowledge and workmanship to achieve the desired end result.

A Professional Approach

Marshalls recognises the vital part the installer plays in the correct installation of our products. We set up our Register of Approved Landscape Contractors and Driveway Installers to ensure that customers buying our products enjoy peace of mind combined with the guarantee of a quality end product finished to the highest standards.

The Marshalls Register of Approved Landscape Contractors and Driveway Installers is a national network of independent professional installers. They are not employed by Marshalls, but are strictly vetted and monitored by us to assess their levels of competence and performance.

Regular On-site Monitoring

All Register Installers agree to abide by our membership agreement and installation guidelines. Projects are regularly inspected by Marshalls Regional Assessors, and Register Installers have access to product training programmes to ensure they are aware of new product developments and installation techniques.

We communicate regularly with Register Members through our national team of Assessors and Development Managers, who work to ensure that Marshalls customers enjoy access to a nationwide choice of skilled and motivated professionals when planning hard landscaping projects.

These levels of regular inspection and review ensure exemplary standards of workmanship at every stage of your project.

The Marshalls Hard Landscape Guarantee

In addition, your Marshalls Register Installer can offer you the option of a unique Marshalls Hard Landscape Guarantee to protect your investment into the future:

- Covers material defects for a full 10 years
- Covers installation defects for a full 5 years
- Index-linked to protect your investment against inflation
- Great value at just £50 + VAT/ £5,000 of installed value
- Is valid if the installer ceases trading
- Is issued when inspected and signed as satisfactory by you the customer

For more information on the Marshalls Guarantee or to find a local Marshalls Register Installer log on to www.marshalls.co.uk/transform

Permeable Paving Trained Installers

New regulations introduced in 2008 mean that paving over front garden driveway areas may now require planning permission. When you choose Marshalls Piora permeable paving products, designed to allow natural soakaway of surface water, planning permission is not required.



Many of our installers are qualified to design and construct domestic permeable paved driveways using Marshalls products – just look for this symbol against their name on the Marshalls website.

Marshalls



DELIVER

Marshalls Deliver!

Marshalls recognises the importance of having your products delivered exactly when you need them. To ensure total reliability, we introduced Marshalls Deliver – in our opinion the best hard landscaping delivery service in the country.

We operate via a network of Service Centres strategically located throughout the UK, each stocking a comprehensive range of landscape products. As a result, the majority of our stock is within a two hour drive of 95% of UK builders' merchants/stockists.

So even if the product you require is not currently in stock at your preferred local builders' merchant, our Marshalls Deliver service ensures it can be available within 48 hours and in many cases within 24 hours of your order.

To find your local stockist visit

www.marshalls.co.uk/transform/SearchStockist



The best quality product delivered where you need it, when you need it!

SHOWCASING OUR PRODUCTS AWARD WINNING TRANSFORMATIONS BY MARSHALLS REGISTER INSTALLERS

Marshall's
REGISTER



Approved Landscape Contractors
and Driveway Installers

Becoming a Marshall's Register Installer demands professionalism, sustained performance and commitment to quality. Our installers consistently set the industry standards to which all other contractors aspire.

There is keen competition to be the best, and an important part of the annual development programme is our national competition to showcase the outstanding achievements of these talented teams in a number of categories.

The standards of entry improve year on year, and we are proud and pleased to illustrate here just some of the projects which received recognition in the 2011 Awards.



1 Briarlea Landscapes
& Driveways Ltd.,
Carlisle, Lanarkshire

2 Pete Rowland Building Services,
Hyde, Cheshire





- 3 Perfect Paving, Keston, Kent
- 4 Oakley Landscapes Ltd., London SW14
- 5 Reece Landscapes, Stockport, Cheshire



- 6 Academy Landscapes, Middlesbrough, Cleveland
- 7 Grand Designs, Hemel Hempstead, Hertfordshire
- 8 GWH Paving, Alfreton, Derbyshire



DRIVEWAYS TRANSFORMED



"...breathe new life into those corners of the landscape where potential lies unfulfilled and unchallenged..." Marshalls



From small suburban spaces to larger landscaping projects, professional products and services from Marshalls really do make a difference.



BEFORE

A sloping gravel drive and overgrown borders were less than flattering to this property. It needed a much more imposing frontage. The Installer cleverly placed a decorative Drivesett Tegula circle and a gated entrance to complete a stunning makeover.

Installed by Jason Clarke Classic Paving, Cheshire



AFTER



BEFORE



AFTER

This property's appearance and value was vastly improved by its new driveway. Plenty of parking and limited planted borders means low maintenance yet decorative feature edging adds visual interest.

Installed by Frinton Tarmacadam & Paving Ltd., Frinton on Sea



BEFORE



AFTER

Crazy paving immediately dates a property yet a simple redesign and block paved driveway can inject new life and value into perfectly attractive homes.

Installed by David J Williams, Abergele



BEFORE



AFTER

An anonymous flagged driveway, hemmed in by hedging is transformed by a fresh looking Tegula Duo driveway in Cotswold/Heather and complementary walling replaces the high hedge.

Installed by Turf n Earth, Otley

GARDENS TRANSFORMED



"...breathe new life into those corners of the landscape where potential lies unfulfilled and unchallenged..."

Marshalls



From small suburban spaces to larger landscaping projects, professional products and services from Marshalls really do make a difference.



An extreme slope to this Lakeland garden provided no place to sit out and enjoy the views. A clever redesign using Fairstone Riven patio and steps provides a beautifully practical space that this green fingered customer has landscaped perfectly.

Installed by Sharp Paving, Kendal

BEFORE



AFTER



BEFORE

AFTER



It is satisfying when a traditional sympathetic product can be added seamlessly to an established old property without disrupting its attractive traditional character.

Installed by Gardenart, Chichester



BEFORE

AFTER



As well as refreshing some tired paving, the addition of a raised circle feature changed the focus of attention and restored the decorative character of this garden.

Installed by N&J Developments, Rhyl



BEFORE

AFTER



This elegant patio construction in Fairstone Sawn paving spans the width of the property with central feature steps down to an existing lawn and garden area. The transformation is dramatic.

Installed by I J Street, Southampton



Marshalls
REGISTER

Approved Landscape Contractors
and Driveway Installers



CHOOSING AN APPROVED LOCAL INSTALLER

Examples of the installation quality of Marshalls Register Members

To install your Marshalls paving we recommend local professionals - members of Marshalls own approved Register

If you need help with installation, the last thing you want is for poor workmanship to turn your ideal garden or driveway into a complete disappointment due to a lack of expertise. Don't worry! Marshalls can provide you with a list of approved and recommended local installers for you to contact.

Professionalism

The Marshalls Register of Approved Landscape Contractors and Driveway Installers is a national network of recommended professionals. Although they are not employed by Marshalls, they agree to abide by our own installation guidelines and are all vetted by Marshalls assessors. In this way, we make sure that your garden or driveway is installed properly, with great attention paid to minimising mess and disruption, so you can be sure of a good job!

Reassurance

When you use a Register Member, you can be sure to receive:

- Written confirmation of any quotation
- An estimated start date
- A reasonable estimate of the time required to do the job
- The opportunity to take the Hard Landscape Guarantee. This covers failure of product for 10 years and the workmanship for 5 years
- The guarantee is obtained via the Register Member who will ask you to sign the request form to confirm your total satisfaction
- The fee for the guarantee is £50 (+VAT) per £5,000 of the installed value
- Upon receipt of the correctly completed request form and the fee, Marshalls will send you your guarantee usually within 5 days
- Always request written quotations. We recommend more than one as service levels vary and the cheapest is not always the best. Make sure each company quotes on a like-for-like basis
- Appoint the Marshalls Register Installer with whom you feel most comfortable, and best suited to your project requirements.

How to spot a 'cowboy'

If they come knocking because they 'just happen to be in the area' – be wary
Genuine Marshalls Register Installers will never cold call. If they claim to be genuine Marshalls Register Installers, check with us.

If they say they can 'start tomorrow' – be wary

Reputable installers are in demand and may require several weeks' notice.

Never accept a verbal estimate

Insist on a written quotation. Quotes should be written on headed paper with an address and telephone number, not just a mobile number.

If you accept the quote, request written confirmation

A 'cowboy' will be reluctant to do this, however a written contract is essential.

To find your nearest Registered Installer, visit www.marshalls.co.uk/transform/findinstaller or call **0845 820 5000**



Arbworx, Brighton



Maurice Smith & Sons, Louth



SPG Construction, Sutton in Ashfield



TS Benson Paving Services, Lincoln