

TILES OF EZRA

TERMS & CONDITIONS OF SALE

Natural Stone

IT IS IMPORTANT that you read and understand the information provided in this document before commencing installation, as an incorrect installation, use, or maintenance of the Natural Stone may result in an unsatisfactory outcome.

The points listed below are part of the installer/owner's liability:

BEFORE INSTALLATION

Natural Stone is particularly susceptible to variations in shade and thickness.

Carefully inspect ALL material prior to installation, to verify that it has no reasonable defects. Materials installed with visible defects are not covered by Tiles of Ezra.

Exposure to direct sunlight or contact with water can produce tone changes over time. Depending on the Natural Stone type and characteristics, the Natural Stone may present oxidation points on its surface when in contact with water. This is something inherent to some types of Natural Stone and is NOT a defect.

If the installer/owner is not satisfied with the material prior to installing, please contact Tiles of Ezra. DO NOT INSTALL IT.

We recommend that, as a final inspection, the installer/owner examines the colour, finish, style and quality, BEFORE installing. Verify that the material is right. Tiles of Ezra will not be liable for any expenses incurred once the pieces with visible defects are installed.

It is the installer's and owner's responsibility to ensure that work conditions and the work area are suitable, before installing the material.

The installation surface should meet the suitable characteristics for laying Natural Stone: clean surface, dry, non-deformable, and with no risk of water leaks and moisture in general.

Check that the weather conditions are suitable for installing the Natural Stone.

AFTER INSTALLATION

Discolouration may occur once the Natural Stone has been installed. This is due to iron content which can cause oxidation, inherent in some Natural Stone. This usually subsides once the Natural Stone becomes used to its new environment.

Natural Stone is unpredictable, whereby all issues cannot be predicted or omitted at the factory during tile selection. Therefore, we CANNOT offer warranties or guarantees.

Natural Stone tiles may have natural imperfections and adopt imperfections over the course of its life. Natural Stone consists of minerals and these minerals will behave differently. It is simply nature behaving naturally.

INSTALLATION

Tiles of Ezra shall not be liable in any respect for advice provided herein regarding fixing, grouting, sealing, cleaning or maintenance.

1. The tiles should be laid in accordance with the Australian Building Code and Australian Standards.

2. In locations that experience extreme heat, Natural Stone should not be exposed to full sun while being stored, before laying or during the installation process to ensure optimal bondage of adhesive.
3. The installation of Natural Stone requires qualified professionals, with proven experience and suitable tools: notched trowels, rubber roller and trowel, spirit level, sponges, buckets for grouting, and machinery for mixing and cutting the Natural Stone.
4. It is the responsibility of the specifier, builder, tiler and/or owner to ensure that the tiles selected are suitable for the intended application and that they have all of the information required for the installation process, preparation and accompanying products.
5. The installation substrate should be dimensionally stable and non-deformable. The entire surface and thickness of the substrate should be compact and suitable to hold the weight of the Natural Stone. It should be free of dust, grease or any other substance that may hinder adhesion.
6. The Natural Stone should be cleaned before laying to ensure adhesion. Remove any powder residue from the surface that will be notched with adhesive.
7. Tiling should occur under shaded cover in locations that experience high temperatures to avoid rapid drying of adhesive. Tile and substrate should be cool for optimal bondage.
8. It is recommended to dry lay your Natural Stone prior to installation to achieve a natural blend.

ADHESIVE FIXING

Note: Common technique used for Natural Stone of the same thickness. FOR FURTHER ADVICE PLEASE CONSULT WITH A QUALIFIED INSTALLER.

9a. Use a good quality adhesive, suitable for Natural Stone. The size of the notched trowel used to apply the product will depend on the size/s of the pieces being installed. It is important not to lay Crazy Pave so that they are touching one another. They are manufactured in an artisanal fashion and the sizes of each tile may vary slightly. FOLLOW THE INSTRUCTIONS OF THE ADHESIVE MANUFACTURER.

10a. Suitable joints should be left between the Crazy Pave, proportional to the size of the piece. It is recommended to have a minimum 1.5mm indoors, and a minimum joint of 3mm outdoors. It is extremely important that floors are given expansion joints. For further information refer to the Australian Building Code and Australian Standards.

11a. Grouting of joints should be carried out a minimum 24 hours after the protector has been applied. Use a hard rubber trowel to apply the grout product, repeatedly passing it over the joints in a diagonal direction. Pick up any excess product with the trowel. The surface should be cleaned with a sponge once the grout has begun to harden. FOLLOW THE INSTRUCTIONS OF THE GROUT MANUFACTURER.

MORTAR FIXING

Note: Common technique used for Natural Stone of varying thicknesses. FOR FURTHER ADVICE PLEASE CONSULT WITH A QUALIFIED INSTALLER.

9a. Mortar beds should typically be made up of

- 3 parts washed concrete sand,
- 1 part (white) brick sand and
- 1 part cement

Higher early strength cement (white cement) is preferable. It cures quicker than GP cement which encourages a better bond to the paver.

10b. The minimum thickness should be 15mm. The maximum thickness should be 40-60mm before some form of metal reinforcement needs to be installed into the bed.

11b. Slurry as bonding agent should consist of either water and cement or a latex additive and cement, mixed to a creamy type consistency. When applied, the bedding or paver should be installed when the slurry is still wet (a wet-on-wet scenario).

- If the slurry is allowed to dry prior to laying it will not bond properly
- If the slurry is too watering it will be washed away with water in the bedding material, or be lost when drawn up into the back of porous pavers.

12b. Ensure the bonding agent is worked into both the substrate and the back of the pavers.

13b. Ensure the pavers are worked into the bedding, not just placed on top of the bedding; this will create the correct coverage.

14. To avoid 'picture framing issues' - light stone should be laid with white glues/mortar and dark stone should be laid with dark glue/mortar.

15. Acid cleaning of the paver surface may be required to remove cement-based residue from the laying process, and is best completed by the qualified installer or cleaning contractor.

NOTE: Always check previous days laying to ensure the methodology being used is achieving the desired results. If there is evidence of de-bonding, methodology should be modified immediately.

FOR FURTHER PRODUCT SUITABILITY AND INSTALLATION ADVICE CONSULT WITH THE SPECIFIER, STRUCTURAL ENGINEER AND/OR QUALIFIED INSTALLER.

SEALING

Sealing is a common step taken on some stones as an extra precaution against staining. In fact, the sealing products used in the stone industry are impregnators or penetrating which do not actually seal the stone, but more correctly act as a repellent rather than a sealer.

Sealing does not make the Natural Stone stain proof, instead making the surface more stain resistant. Applying an impregnating sealer is a common practice and will assist in the maintenance of your Natural Stone product.

If a sealer is applied in a food preparation area, be sure that it is non-toxic and safe for use.

Tiles of Ezra recommends Guard Industry's Protect Guard MG or DryTreat Stain Proof Premium Impregnating Stone & Tile Sealer.

Before use of any sealant always read the product directions and carry-out a test on un-laid pieces or in an inconspicuous area to determine desired effect and ease of application.

Consult with Tiles of Ezra or the sealing manufacturer if you would like further information and advice as to which sealer would be most suitable for your Natural Stone.

APPLICATION

After checking that the stone is thoroughly clean and dry, proceed to apply the sealant. If the product is applied to flooring, avoid walking on the floor until the sealant has had time to completely dry. FOLLOW THE INSTRUCTIONS OF THE SEALANT MANUFACTURER.

Please note that the properties of the Natural Stone may vary slightly following the application of the sealant due to differences in porosity and texture, inherent to the Stone.

For the longevity of the Natural Stone, follow these simple cleaning and maintenance tips:

CLEANING

DO NOT use abrasive chemical cleaners to avoid scratching the Natural Stone surface.

DO NOT use acidic, alkaline or harsh chemical cleaners.

DO NOT use steel wool, scouring pads or other harsh materials as they may scratch the surface.

Clean internal Natural Stone surfaces with a PH neutral cleaner, stone soap, or a mild liquid dishwashing detergent and warm water. We recommend Drytreat Rejuvenata daily floor cleaner.

To clean external Natural Stone surfaces we recommend Chemforce Oxytec-M oxygen cleaner.

An excessive concentration of cleaner or soap may leave a film and cause streaks. FOLLOW THE INSTRUCTIONS OF THE CLEANER MANUFACTURER.

Use a clean rag mop on floors and a soft cloth for other surfaces for best results.

Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth.

Change the rinse water frequently.

In a bathroom or other wet areas, soap scum can be minimised by using a squeegee after each use. To remove soap scum, use a non-acidic soap scum remover or a solution of ammonia and water (about ½ cup ammonia to one litre of water). Frequent or over-use of an ammonia solution may eventually dull the surface of some Natural Stone types.

In an outdoor pool, patio or spa, flush with clear water and use a mild bleach solution to remove algae or moss.

CLEANING PRODUCTS

Many suppliers offer products used for stone cleaning.

Products containing lemon, vinegar or other acids may dull or etch calcareous stones.

Scouring powders or creams often contain abrasives that may scratch certain stones.

Many commercially available rust removers (laundry rust stain removers, toilet bowl cleaners) contain trace levels of hydrofluoric acid (HF). This acid attacks silicates in addition to other minerals. All stones, including granite and quartzite, will be attacked if exposed to HF.

Do not mix ammonia and bleach. This combination creates a toxic and lethal gas.

MAINTENANCE

Coasters should be used under all glasses, particularly those containing alcohol or citrus.

Drip trays are recommended under pots.

Trivets assist to keep the heat away from the surface.

Dust mopping interior floors frequently using a clean non-treated dry dust mop. Sand, dirt and grit are abrasive and can damage natural stone.

Mats or area rugs inside and outside an entrance will help to minimise the sand, dirt and grit that may scratch the stone floor.

Vacuum cleaners must be free of metal or plastic attachments or worn wheels that could potentially scratch the surface of the Natural Stone.

Spills should be addressed immediately. Blot the spill with a paper towel. Don't wipe the area as this will spread the spill. Flush the area with water and mild soap and rinse several times. Dry the area thoroughly with a soft cloth. Repeat as necessary.

Tiles should not be laid in areas (internal or external) that reach freezing temperatures for lengthy periods of time. Tiles of Ezra will not be responsible for material failures resulting from freeze thaw, and failure of tile by water damage in these circumstances.

We assume that the tiler has full insurance and capabilities when laying our tiles. We take no responsibility for damages caused to our tiles due to improper and faulty installation methods. This includes but is not limited to the following:

- Unleveled substrate causing the tiles to crack due to movement
- Unsealed substrate, causing moisture from beneath the tiles to reach the clay biscuit of the tile
- Incorrect use of sealant type
- Incorrect usage of glue type

Please ensure you discuss the design of your project and your expectations with the tiler. Tiles of Ezra is happy to further discuss these specifications with the chosen tile installer.

Use on Countertops

The use of our tiles on kitchen countertops or working surfaces is acceptable, however should be at the discretion of the client. Tiles of Ezra will not take responsibility for effects due to the acidity of liquid spills, and/or excessive heat from cooking utensils damaging the surface of the tiles.

Clients must also take into consideration that these tiles are not flat surfaces and crevices in certain stone selections may be impractical for bench-top surfaces.

Returns/Cancellations & Inspections

The act of laying means the material is accepted for shade, quality, type and size. No Claim will be accepted once tiles have been fixed

It is the responsibility of the client or client's representatives to thoroughly inspect deliveries upon receipt. It is important to check that received tiles match what was ordered and that nothing was damaged. All damage claims must be made within five (5) business days of receipt.

Tiles of Ezra will take no responsibility for tiles not inspected and installed after the 5 day inspection period. Tiles of Ezra will not accept complaints after the 5 Day period.

Tiles of Ezra shall not be liable for any damage or breakage whatsoever occurring after delivery or for any loss incurred by the purchaser as a result of such damage or breakage.

Order Process

All orders must be received in writing – the quote dated and signed. Orders can be placed online at www.tilesomezra.com or direct by email to info@tilesomezra.com.

Conditions

Acceptance of the sales order is done by

- For Orders under 10SqM: 100% Payment in full
- For Orders over 10SqM: 50% deposit prior to order, final 50% paid prior to dispatch. The deposit shall constitute acceptance of these "Terms and Conditions"

Deposit and Payments

Production of order will not commence until the amount due has been paid.

Exchanges

Customers are asked to select carefully as Tiles of Ezra do not issue refunds. Damaged/Faulty goods must be lodged by emailing info@tilesofezra.com within 2 days of receiving the goods.

Ordering

Tiles of Ezra will not take responsibility for any breakages/damages after the order has been delivered in good condition.

Tiles of Ezra will not take responsibility for any delivery delays after the order has left our studio in Mexico, Vietnam or Morocco due to any circumstances beyond our control.

Shade variations are inherent in all natural stone products. It is possible that the tiles you receive will be slightly different from the sample or display shown to you in the showroom - this is normal.

Tiles of Ezra acts as a tile supplier only, we are happy to assist in calculations of SQM areas needed, however Tiles of Ezra takes no responsibility in the incorrect calculations when assisting. It is up to the client or interior designer to confirm with our calculations or present us with final calculations for their project.

Tiles of Ezra recommend placing a minimum addition of 10-20% wastage for each order – depending on the tile

Tiles of Ezra take no responsibility for damages caused to the tiles should they sit in client storage subsequent to receiving the goods. Tiles of Ezra do not take accountability for Damages caused to the tiles any time after the buyer has received the goods.

Freight to Site & Storage Charges

Tiles of Ezra Offer Freight out to site. Should you wish to choose this option we will invoice you with the purchase of your tiles for this freight service.

Tiles of Ezra use third party warehouses that do not allow private client collection of goods due to Occupational Health & Safety concerns. Clients can choose to organise their own freight via registered courier instead. A \$66 warehouse picking fee will apply.

Once the goods are picked and the client has been notified that they are ready for collection, the Warehouse will then hold the goods for 3 days, after this period of time the Warehouse will begin charging for storage, Tiles of Ezra will on-charge these fees directly on to the client. Tiles will not be released until fees are paid.

Once the tiles have been collected from the logistics warehouse by client engaged courier, Tiles of Ezra take no responsibility for the state of the tiles. The goods now belong to the client, any damages caused from here on are not the responsibility of Tiles of Ezra.

Should you wish to store the tiles with our warehouse facility please enquire further for approximate costings associated.

Privacy Policy

Tiles of Ezra is dedicated to keeping your details private. Any information we collect in relation to you is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your orders, provide you with our newsletter and to personalize your shopping experience with us.

Advertising

Tiles of Ezra is entitled to recognition for designs, selections and concepts if they are being used for publication.

Registered users may receive additional announcements from us about products, services or special deals. At any time users can choose not to receive information by emailing us at info@tilesofezra.com

Contact Us

If you have any questions or worries regarding your order please feel free to email us at info@tilesofezra.com, or visit us at www.tilesofezra.com

DISCLAIMER

In the unlikely event of product failure, TILESOFEZRA Studio will repair and/or replace, at its discretion, the affected area of the materials at a cost not to exceed the original square-metre cost of the portion of the material shown to be defective. All claims must be submitted to TILESOFEZRA before tear out and re-install begins. TILESOFEZRA will not be responsible for material failures resulting from use over a damaged, defective or improperly prepared surface, or any area where installations is not recommended such as outdoors or commercial areas. This warranty does not cover normal wear and tear or cracking due to structural movement, excessive deflections or other failures in the substrate or framing, including damage resulting from weather, flood, fire and acts of God.