

TERMS & CONDITIONS OF SALE

Our Products

USAGE GUIDE BODY

All items are handmade in Vietnam; these tiles must be treated/considered in a similar manner to a natural product. Each tile is different from the next, as they are made by hand, specific for your interior.

Shade variations are inherent in all kiln fired clay 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.

TILE COMPOSITION

Encaustic tiles: Encaustic (pressed cement) tiles are made from natural materials including: crushed marble/granite, colour pigment & cement.

-Subtle colour variations and mottling within each tile and from tile-to-tile are normal characteristics and do not compromise the performance of the tiles, but does add to their handcrafted appeal. Our encaustic cement tiles conform to production standard TCVN 6065:1995

FLOOR APPLICATION

Our tiles are suitable for use on residential traffic floors. Depending on the traffic, special care may be needed. On floor surfaces, cleaning with a damp mop and mild soap is suggested. Always avoid the use of abrasive products containing bleach, ammonia and/or paint thinner. Never scrub with rough materials that may damage the surface. Our materials are intended for indoor use only.

The client accepts that as these are a man made product each tile is different from the next. This means each tile will have a varying slip rating.

Our tiles are hand made and will patina with age.

EXTERNAL USAGE

Tiles are suitable for external usage however will fade with sun exposure, installing outside should be done at clients discretion.

WET APPLICATIONS

Suitable for use in showers. Our tiles should not be installed in steam showers, saunas, or submerged water applications such as pools, fountains and water lines. It is recommended to prepare the surface with a waterproof membrane. Tiles of ezra will not be responsible for material failures resulting from use over a damaged, defective or improperly prepared surface and cannot be held responsible for replacement of tile used in areas with complete water submersion including, but not limited to pools & fountains.



We recommend the installer to treat the laid tiles with an additional layer of sealant to the surface of the tiles to prevent exterior damage and to enhance the lifetime of the color and longevity of the tile.

Tiles should be retreated/re-sealed each year

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 terracotta
- 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

In the case of use on kitchen countertops or working surfaces we always recommend to seal appropriately due to the acidity of liquid spills, acidity in products being used on the table and excessive heat from cooking utensils may damage the surface of the tiles. If using around a fireplace or near a stove (such as kitchen backsplash), care should be taken that our tiles are not exposed to high levels of direct heat or open flame.

SHIPMENT INSPECTION

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. If the order was shipped "collect" then the damage claim must be submitted by the party that paid for the shipping. Tiles of ezra will not accept any claims of wrong tiles

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.

SEALING THE TILES

Our Encaustic tiles come pre-waxed - however we highly recommend to have the tiles sealed once installed.

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.

Sealers will need to be re-applied at intervals recommended by the manufacturer depending on quantity of foot traffic, cleaning frequency/method and amount of UV light exposure.

Encaustic tiles may be used in covered, external areas when correctly installed & treated however some colours may possibly fade over time with exposure to high levels of UV light. Using an appropriate UV-resistant sealer may assist. Consult us if your external application will be subject to regular frost conditions.

Please contact the Tilesofezra team for suggestions of suitable sealants for your specific tile of choice.

GLUE OF TILES

Please contact the Tilesofezra team for suggestions of suitable glues for your specific tile of choice

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CLEANING/MAINTENANCE

Please treat all our tiles as a natural material, do not use any harsh abrasive cleaners on TILESOFEZRA products. Please use a natural stone cleaner.

Regular normal maintenance cleaning is recommended using an appropriate pH-neutral cleaner (e.g. cleaners ordinarily suitable for natural stone & terrazzo floors). Never use abrasive cleaners, chemicals or bleach as over time these may affect the natural colour pigments of the tiles' surface. . Before use of any cleaner, always read the product directions and carry-out a test clean on some un-laid pieces or in an inconspicuous area to determine desired effect and ease of application.

- Clean with natural PH Neutral soap and water.
- Never clean with harsh detergents, acid or alkaline.
- The toughest stains can be smoothed out by scrubbing with an abrasive like Scotch Brite and/or a solvent (White Spirit).
- A solvent based sealer can be applied for cement tiles.

For commercial applications where a specific slip-resistance rating is required, encaustic cement tiles can be surface-treated to achieve that desired rating. Contact Slip Stop Australia via their website at: www.slipstop.com.au for further information. Consult Slip Stop before applying any of the above sealers if you will be using their treatment.

TILESOFEZRA takes no responsibility to damages to the tiles caused by the client using abrasive cleaners, scouring pads and other strong cleaning products on our tile product.

Please contact the Tilesofezra team for suggestions of suitable cleaners and for maintenance instructions for your specific tile of choice.

Order Process

All orders must be received in writing – the quote dated and signed. Orders can be placed online at www.tilesofezra.com or direct by email to info@tilesofezra.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 1 week before arrival to site.
- The deposit this 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.

ORDER ALTERATION & CANCELATION CHARGES

Requesting changes to an order, once already confirmed and paid for, will need to be put forward in writing and is subject to approval.

Cancellation on an order will not be refunded.

TILESOFEZRA will not take responsibility for any breakages/damages after the order has been delivered in good condition. We are not responsible for any delivery delays after the order has left our studio in Vietnam or due to any circumstances beyond our control.

Shade variations are inherent in all kiln fired clay 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.

TILESOFEZRA acts as a tile supplier only, we are happy to assist in calculations of SQM areas needed, however TILESOFEZRA 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.

TILESOFEZRA recommend placing a minimum addition of 10-15% wastage for each order.

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

TILESOFEZRA takes no responsibility to damages to the tiles caused by the client using abrasive cleaners, scouring pads and other strong cleaning products on our tile product.

The client accepts that as these are a man made product each tile is different from the next.

TILESOFEZRA does not recommend these tiles used as a floor finish in high traffic commercial and public external spaces

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 also offer our clients the option of collection of goods from our Warehouse in Laverton to avoid local freight costs. The Warehouse will hold the goods for 3 days, after this

period of time they will begin charging for warehouse 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, TILESOFERZA take no responsibility for the tiles. The goods now belong to the client, any damages caused from here on are not the responsibility of TILESOFERZA.

Should you wish to store the tiles with our warehouse facility please enquire further for approximate costing's 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.

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, TILESOFERZA Studio will repair and/or replace, at its discretion, the affected area of the materials at a cost not to exceed the original square-foot cost of the portion of the material shown to be defective. All claims must be submitted to TILESOFERZA before tear out and re-install begins. TILESOFERZA 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.