

# TILES OF EZRA

## TERMS & CONDITIONS OF SALE

### **100% Handmade Moroccan Zellige**

#### **USAGE GUIDE BODY**

Our tile is entirely crafted by hand and consists of 100% handmade clay. Small imperfections such as tiny cracks and chips that add character to the rustic nature of the tile are not considered a defect. All items are handmade in Mexico & Morocco; 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 project.

Please note the following features of Zellige mosaics are not defects, they are what constitute an authentic Zellige tile:

- Chips off the surface of the glaze exposing the clay beneath or Imperfections on the tile face
- Dips in the surface of the tile
- Uneven edging of the tile
- Ink or pen on the glaze surface
- The epoxy resin at the back coming through to the front of the mosaic
- For assembled sheets – uneven gaps between mosaics pieces.
- Variation in colour between tile pieces
- The exposure of the clay beneath the tile
- Uneven or inconsistent thickness of each tile – each tile will vary from the next

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, and the absolute beauty of Zellige.

Goods are sold subject to their normal and natural colour variations, and samples given or displayed in the showroom or received by mail are to be considered indicative only.

#### **FLOOR APPLICATION**

Our tiles are suitable for use on residential traffic floors. Just like any handmade terracotta, 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.

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.

TILESOFEZRA does not recommend these tiles used as a floor finish in high traffic commercial and public external spaces if the client wishes for a consistent and perfect floor finish forever.

Our tiles are hand made and will patina with age.

## **EXTERNAL USAGE**

Tiles are suitable for external usage however could fade with sun exposure, installing outside should be done at client's discretion.

## **WET APPLICATIONS**

Suitable for use in shower walls and floors, steam showers, saunas. Using our Moroccan handmade Zellige tiles in a submerged water application such as a pool, fountain or water line, is to be at the discretion of the client. 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 (which are not glazed) 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.

Unglazed 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.

Tiles of ezra glazed Moroccan Zellige mosaics do not meet industry P5 slip resistance for wet area applications. Using glazed tiles in these areas are at the discretion of the end user/client/purchaser.

All Tiles of ezra Zellige mosaics that have no glazed surface and are solely composing of the exposed natural unglazed finish reach a P5 slip resistance and can be used in any commercial and wet area.

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:

- Uneveled 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 Moroccan 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 mosaic selections may be impractical for bench-top surfaces

## **RETURNS/ CANCELATIONS & 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.

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

TILESOFEZRA 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.

TILESOFEZRA do not accept cancellations of custom orders.

## **SEALING OF TILES**

We recommend to have the tiles resealed once installed. Please contact the Tilesofezra team for suggestions of sealants suitable for your specific tile of choice.

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.

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

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

## **GLUE OF TILES**

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

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

## **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.

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.

TILESOFEZRA takes no responsibility for crazing, cracking or chipping of tiles.

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

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

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### **Order Process**

All orders must be received in writing – the quote dated and signed. Orders can be placed online at [www.tilesomezra.com](http://www.tilesomezra.com) or direct by email to [info@tilesomezra.com](mailto: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 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 TilesofEzra do not issue refunds or exchanges.

Damaged/Faulty goods must be lodged by emailing [info@tilesomezra.com](mailto:info@tilesomezra.com) within 5 days of receiving the goods.

### **Ordering**

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

TILESOFEZRA 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. TILESOFEZRA cannot offer refunds on orders that are delayed by local or international freight.

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 10-20% wastage for each order – depending on the tile

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.

## **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**

TILESOFEZRA 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](mailto: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](mailto:info@tilesofezra.com), or visit us at, [www.tilesofezra.com](http://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.