



Terms & Conditions of Sale Ceramic Tiles | Cement Tiles

Effective: November 1, 2002

Payment

Orders under \$500 and all in stock orders must be paid in full at the time the order is placed. Payment is by check, money order, Visa, MasterCard, Discover and American Express.

On larger and custom orders, after a customer receives a quote, a 50% deposit is due, before work can proceed. 50% balance is due upon completion along with any applicable shipping and handling charges.

Shipping

Shipping charges are paid by customer and added to the price of items purchased. We will quote you a shipping price on all orders. Small orders will be shipped via UPS. In general, figure an additional 10% to the total cost of items. Large orders may be shipped UPS or by truck. We can help you determine the best way, but shipping charges are the responsibility of the client. Please review our "Return and Shipping Policy" for our complete shipping recommendations.

All orders have a \$6 handling fee. For large orders, extra packing charges may apply.

Returns

No material may be returned for credit without prior written authorization or RMA (Return Merchandise Authorization). Materials authorized for return are subject to a 20% restocking fee. We do not refund shipping and handling charges. To return merchandise you must follow the policies outlined in our "Return and Shipping Policy." No returns accepted after 30 days from pickup/delivery date. Absolutely no returns made on special order or custom order tiles.

In the event we ship incorrect material or fail to ship any portion of your order, you must notify us within 30 days of receipt of the package. Replacement items will be shipped as they come available via the same method the items were originally shipped at no cost. If an item was shipped in error, we will refund you the total amount of your order.

Color Variation

Variation of color and texture is inherent in all tiles. All samples are submitted only as a guide for selection. Tile furnished in a shipment may vary from such samples. Each tile is hand-painted and slight variations in color will be apparent on each tile. Sample tiles are representative of the colors used, but there is variation from batch to batch. Crackle tiles are created with a distressed look and often have patches of missing paint. In certain applications, glazed tile may require a sealer. Consult your installation contractor.

Delays and order changes

Normal completion time for an order is 6-8 weeks. If items can be pulled from our in stock inventory, the time will be shorter, 1-3 weeks. If items are in production at the time of the order, time is needed for the pieces to dry and go through the glazing and firing schedule.

It is extremely important to order a sufficient quantity of tile to your needs. We advise that you order extra tile if you are unsure about the exact square footage. If add-on orders are made at a later date, we cannot guarantee and are not responsible for an exact glaze or color match. Kiln and raw materials variations are an inherent part of the process. The same glaze and colors will vary batch to batch, and firing to firing.

We recommend that you buy approximately 10% more tile than required for your project. This will allow for any breakage that might occur during shipment or installation.

Upon Receipt of your Tiles

Please open all boxes immediately and check for contents and damage. Do not accept the shipment if the contents are damaged. Or, do not accept that portion of the ship that is damaged.

If the packaging appears damaged on the outside, please refuse to accept it from the carrier, or please make sure that when you sign the shippers proof-of-delivery slip that you include a note stating that the package is or appears damaged.

If you do accept a damaged shipment, please inform us immediately. You must notify us of any damage or problems within three days of receipt.

Claims for Damage on Shipments

For delays, damages or loss in transit, all claims must be made directly to the transportation or Freight Company. Avente LLC tendered the shipment in good condition to the transportation or Freight Company. Avente LLC can assist you with the claim; but, we are not responsible for the damage.

Claims

For delays, damages or loss in transit, all claims should be made directly to the transportation company. Please see our "Shipping and Handling" policies.

Conditions of Sale

All tile sold is subject to variation in shade. No allowance is made on tile after installation. There are no guarantees made against crazing. Any claims for possible defects in material must be made before installation work is started. No claims will be considered after tiles are installed.

All Prices are subject to change All prices are subject to change. Estimate pricing or quotes will be honored for 30 days from the date shown on the estimate. Shipping quotes are FCA. point of entry (generally Miami, FL; Tampa, FL; Panama City, FL) and will be noted on the quote.