

## TERMS & CONDITIONS OF SALE

**Product description:** HexTile mosaics are durable porcelain tiles, produced as traditional unglazed mosaics as well as a variety of classic glazed mosaics. Exceptional craftsmanship and superior quality makes HexTile mosaics an excellent choice for elegant and timeless hex tile floors. This tile is rated for residential and light commercial use.

**Applications:** The HexTile series is suitable for walls, floors, backsplashes, and countertops.

**Installation:** Tile installation techniques should conform to standard industry methods as specified by The Tile Council of North America ([www.tileusa.com](http://www.tileusa.com)). When setting tile, use a beating block to flatten the tile surface and even-up the edges of the tile.

**Sealing:** A pre-grout application of an impregnating sealer is recommended on all unglazed mosaics, especially when using contrasting grout colors. Refer to the manufacturer warranty, technical & product information for specific details on product installation, useful life, and product applications (including any warnings) before use. Tilehaus, LLC does not accept responsibility or liability for installation, sealing or refinishing of any product.

**Care & Maintenance:** Glazed tile surfaces should be cleaned routinely with an appropriate, non oil-based household or commercial cleaner. Routine cleaners should never contain acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout. Never use abrasive materials that are capable of scratching the glazed tile surface. ALWAYS test a small area PRIOR to usage of any installation/tile/cleaning/maintenance product to determine whether the product you are about to apply serves its intended purpose.

**Sales Orders :** Orders are accepted either on-line at [www.hextile.com](http://www.hextile.com), by sending or faxing a purchase order, or by phone. If ordering by phone, a written sales order will be prepared for your approval and authorization prior to processing your order. Please order using complete glaze & item numbers (see below) to prevent processing delays.

**Shipping:** Available shipping methods are UPS or common carrier freight. We reserve the right to override a carrier specified on the Sales Order when an alternative is deemed more appropriate. All shipping costs must be either prepaid or billed to the purchaser's own shipping account.

**Pricing:** Quoted prices are FOB Verona, WI. Price quotes are firm for 30 days. All prices are subject to change. Upon Delivery: Review the shipment for accuracy of materials ordered, including quantity, quality, and color, and for any shipping damage. Contact Tilehaus, LLC immediately if any problems exist. Material should be installed by pulling from all crates or boxes to insure optimal blending of

shade variation. No adjustment can be made once material has been installed.

**Damaged Materials:** Every effort is made to pack each tile order for a safe delivery. Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. All claims must be presented in writing to Tilehaus, LLC and any delivery carrier within five days of receipt of material.

**Cancellations:** Special and non-stock orders cannot be cancelled. Payments made on these orders are not refundable. We must receive requests from the Buyer for cancellation of stock item orders prior to shipment of products. Cancellations may be subject to handling charges.

**Returns:** No returns are accepted after 90 days. Returns are subject to a 25% restocking fee, plus freight to and from the shipping location. Overage tile will not be accepted for return. Special order or custom items cannot be returned. Tilehaus, LLC must authorize any return request in writing, at which point the Buyer may return the materials in their original containers via prepaid carrier. All returned materials will be inspected for damage, and credit for these materials will not be given if their condition is such that they cannot be readily resold.

**Terms:** All materials are to be purchased with full payment due upon placement of order.

**Warranty:** All tile materials purchased through [www.hextile.com](http://www.hextile.com) are warranted to the original consumer purchaser to be free from defects in material and workmanship for one (1) year from the date of installation. Installation constitutes acceptance of the product. Damage to product caused by inappropriate installation, accident, misuse, abuse, or improper maintenance is not covered by this warranty. Variations in shade and crazing are inherent characteristics thereof and are not defects. Any samples shown to Buyer suggest only the character of these product, and products sold are subject to variations. Variations in thickness will be allowed as per industry standards. No warranties are made against crazing, scratching or wear due to: improper installation-including improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperatures, using improper chemicals or compounds, non-foot traffic wear or other similar incidents. Tilehaus, LLC hereby disclaims implied warranties including that of Merchantability and Fitness for a Particular Purpose and any liability for special, incidental or consequential damages.

