



## Terms and Conditions of Sale

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### Ordering:

Although we may have assisted in preparation of quantities for material on this document, all quantities must be verified by your designer, architect, contractor, installer or equivalent, as we will not be held responsible for discrepancies. On all non-plumbing or bath accessories products, industry standard typically recommends ordering at least ten to fifteen percent (10-15%) overage, sometimes more, depending on the product type, patterning, etc., to account for cuts and other waste. Product availability dates provided are estimates only and do not represent fixed or guaranteed delivery dates. Any additions or changes to the order could delay the delivery date and may result in dye lot variation.

**Prior to making your order, make sure your application suits the tile body or glaze for wet or outdoor areas. For wet areas such as pools, kitchens, or bathrooms, please inform us so the correct manufacturing procedures can be followed.**

### Installation:

Akashic Tiles does not accept responsibility or liability for installation, sealing or refinishing of any product. Material should be installed by pulling from all crates or boxes to ensure optimal blending of shade variation. No adjustment can be made once material has been installed.

### Payment Terms & Pricing:

A 60% deposit is due upon placement of order but may require up to 100% payment depending on product type, order value and lead time.



All orders must have full 100% payment prior to shipment of product.

Pricing quoted are valid and will be honoured for thirty (30) days unless otherwise noted and subject to change at any time without notice.

### **Returns and Cancellations:**

Tile orders will be delivered in several boxes. Every box should be opened and inspected thoroughly within 48 hours of delivery. Please make a claim within 48 hours of delivery to Akashic tiles, if any of the following conditions are identified during inspection:

- Product shortage
- Incorrect product sent
- Damaged exterior of boxes
- Damaged products

If you notice a significant amount of breakage or clear issues with the packing, please take several photos of the damaged tile in detail as well as the boxes the order arrived in. Detailed photos and counts of what is broken will help us better serve you as we assess the damage to your order.

### **Cancellations:**

Akashic Tiles only accepts cancellations within 3 hours of receiving your confirmation email. Outside of this time-frame, orders cannot be cancelled