



### **Terms of Payment**

- All goods remain the property of Tiles 88 until the invoice is paid in full
- All prices are subject to change without notice and are not guaranteed unless an order is deemed to be accepted
- A minimum 50% deposit is required to hold products, with exception to account holders. Balance is due 30 days after deposit is received. Products will be held for a minimum of 3 months. A storage fee will apply thereafter.

### **Estimates**

- All quotations and prices are subject to change, without notice
- Quantities are estimated as a service only. It is recommend that a final on-site inspection is conducted by your tiler prior to commencement of your job, as some goods are non-returnable
- The customer is responsible for advising shade and or batch variation issues of all stock prior to installation

### **Credits and returns**

- Products will not be accepted after 30 days from date of delivery or pick up
- Products must be of current stock and shade
- Products must be accompanied by an invoice, picking slip or delivery docket
- Products must not be marked or damaged and must be returned as they arrived, in full unopened boxes.
- A handling fee of 20% will be charged to the total value of all returns
- No credits will be allowed on ALL mosaics, adhesive and grout as well as tiles that have been sold at a special discounted price, tiles that have been purchased from another merchant or wholesaler, products that have been ordered interstate or internationally specifically for the client, or products that don't meet requirements set out above.

### **Shading and Colour variation**

- Shade variations are an inherent feature of all kiln fired ceramics, porcelain and glass. No responsibility can be accepted for crazing or shade variations.
- Samples given by Tiles 88 or displayed in our showroom are considered indicative only.

### **Installation Conditions of Sale**

- Tiles 88 will supply a skip bin for installation and renovations, the charge will be included on the quote supplied.
- If the property is furnished, all furniture must be put away in an enclosed room to avoid damage and dust
- All mixing and cutting will be done in the garage. Garage must be empty of vehicles and valuables as area will get dusty. All clean up works is owners responsibility
- It is recommended that final painting to walls be done after tiling completion. If painting has been finalised prior to tiling it will be the owners responsibility to touch up scratches and scuffs that may occur from tiling.
- Plastic capping between carpet and tiles may not fit once tiling is complete. If Tiles 88 cannot refit after installation, it is the owners responsibility to source and install the appropriate trim
- Existing wet area floors may not finish flush with main floor tiling, depending on floor tiling height and slab quality.
- Doors may need to be removed while tiling. If door doesn't fit due to height of tiles it is the owners responsibility to have door trimmed and refitted.
- All kickboards need protective plastic installed to avoid scratches while tiles are installed.
- Tile set out will be governed by tilers. Owners can be present when initial layout is being prepared. Tile set out can't always be done as per the owners request. All cuts on walls need to be taken into account.
- Wet areas where concrete has not been recessed to allow for screeding will not have any falls.
- Wet areas tiles will only have adequate falls in the shower recess only. No falls will be provided for outside of the shower recess, WC, Laundry and Powder Rooms.
- All installation work requires full payment within 48hrs of completion
- If areas being removed are found to be multiple layers on top of each other e.g. double layered tiles the original quote will incur extra charges. If any more stripping requirements are requested to be carried out & are not itemised in the original quote extra charges will apply. Tiles 88 will notify you of any changes as soon as possible.
- Additional tiles may be required if tile layout has changed and extra cuts are needed. Tiles 88 will notify you of any changes as soon as possible.
- Initial and ongoing grout cleaning must be completed to maintain the quality and integrity of the grout.
- If work is suspended/delayed for any reason or period of time whilst on site Tiles88 reserves the right to charge for waiting/standby time per person.

## Delivery & Acceptance

- All delivery charges are non-negotiable and non-refundable
- Pick ups from our warehouse require a minimum 48 hours notice.
- Customer is to ensure that a suitable vehicle is used for pick ups. Standard vehicles are only suited for a small number of boxes.
- We require a minimum 3 working days notice to organise delivery
- When goods are delivered to a building site or any other point specified by the buyer, the goods are at the risk of the buyer from the time leaving our store, while in transit and upon delivery and whether or not any receipt for delivery is given.
- Tiles 88 use third party delivery company to deliver your goods. You agree that your details, including your name, delivery address and phone number, will be supplied to the delivery company for the purpose of delivering your goods. You will be charged a delivery fee per delivery, which may vary depending on the quantity of product being delivered, the method of delivery and the location of the delivery. Tiles 88 are not responsible for any breakages or damage which may occur during delivery.
- To ensure delivery can take place, you agree to provide unrestricted, safe and easily accessible access and parking for the delivery vehicle and to the premises. If there is no one available at the Delivery Address to accept delivery, or there is limited access to the Delivery Address or it is unsafe or impractical to make delivery or for any other reason delivery cannot take place, you may be required to pay for an additional delivery fee for re-delivery. You or your representative may be required to sign a delivery form to confirm that the delivery has taken place.
- Once delivered, you must inspect the Goods and ensure the Goods delivered match your Order. You must let us know about any damaged, missing and incorrect Goods within 24 hours.
- Due to OH&S laws it is increasingly difficult to source a delivery company that will hand unload tiles. Please be aware of the following:
  - i. Tiles 88 will not deliver upstairs.
  - ii. Tiles 88 will only hand unload tiles up to 3m from entrance of garage or secure location. 2+ pallets will not be able to be hand unloaded.
  - iii. Extra charges apply. Please contact us for details