



DESIGNER TILE AND STONE USA

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RETURNS, SHIPMENT & INSTALLATION INFORMATION

RETURN AUTHORIZATION AND SHIPMENT CLAIMS

- Requests for credit or correction for errors caused by incorrect order entry or shipment must be submitted in writing and sent via fax or e-mail to the customer service department within 3 days of invoice date.
- Claims as to breakage, shortage or overage in quantity should also be sent in writing to the customer service department no later than 3 business days after delivery. There will be no exceptions to this policy under any condition.
- Any discrepancy should be noted on the bill of lading and verified with a signature from the driver delivering the load.
- Any claims of defects in quality shall be made in writing to the Designer Tile and Stone no later than 3 days after delivery.
- Designer Tile and Stone shall be provided samples adequate to test the product claimed to be defective and shall be afforded the opportunity to take its own samples.
- Notification of refused shipments must be communicated to the Designer Tile and Stone customer service department within 3 business days in order to process a return authorization form and credit the customer's account.
- Distributor may not return any material without first obtaining approval from the Designer Tile and Stone through a return authorization consent form. The Designer Tile and Stone will only accept return of current inventoried product in full cartons and in good, saleable condition. A 20% restocking charge will be applied to any returned materials and customers will be responsible for the freight cost of return.

SHIPPING CLAIMS

- Unless otherwise stated on the bill of lading, the Designer Tile and Stone terms of shipment are F.O.B., the warehouse where material is located.
- Once a shipment has left the Designer Tile and Stone warehouse, it is responsibility of the consignee.
- When the shipment is picked up at the warehouse, the driver must sign the bill of lading indicating the number of pallets on the shipment. When the shipment arrived at its destination, the customer should ask the person who received it to count the number of pallets. If there is a discrepancy in either pallet count or condition of the material, it must be noted on the bill of lading in the presence of the driver.
- Obvious damage to the shipment must also be noted on the bill of lading. Claims of this nature will not be honored unless noted on the bill of lading.
- All damaged goods must be held for inspection or until the claim is settled. If customer schedules their own carrier, claims for damages on shipments must be filed against the shipping company.

INSTALLATION INFORMATION

- Customer is responsible to determine if product is suitable for any project. Please determine carefully whether installation conditions and methods are correct on a project to project basis. Designer Tile and Stone LLC is not responsible for the installation of our tiles or thereafter. The responsibility for correct installation rests with the end user or customer.
- Colors on this website might vary slightly from actual product. We recommend seeing actual sample before placing your order.
- All tile sizes in this catalog are nominal.
- For the best look of porcelain tile we recommend laying out full pieces before installation.
- No Floor tile is "SLIP PROOF".
- The end user of the tile should evaluate the tile with the specific end use maintenance program and foot wear selection to determine compatibility.
- We do not recommend polished surfaces in any areas subject to water, oil or grease.
- Designer Tile and Stone LLC provides information concerning certain installation and maintenance procedures to assist customers in making selection, usage, installation and maintenance decisions. Customer's selection and usage of Designer Tile and Stone LLC products and the installation practices employed by each customer are outside the direction and control of Designer Tile and Stone LLC and are strictly and completely the choice and responsibility of each customer.
- Designer Tile and Stone LLC does not warranty any product for any specific use nor any installation procedure and expressly disclaims all claims asserted after customer installation or usage of Designer Tile and Stone LLC products begin.
- All of the above information shall be construed in accordance with the laws of the State of New Jersey without reference to "choice of law" laws. The State and Federal Courts of New Jersey shall have exclusive jurisdiction over any dispute related to or arising out of this information.