

COMPANY INFORMATION

FOR MORE INFORMATION CONTACT US AT:

Customer Support: 714 495 8960

Email: sales@palazzotile.com

Website: www.palazzotile.com

HOW TO PLACE AN ORDER

Please send us a written purchase order for all products. Email or hard copies are acceptable; we can only accept orders, changes, revisions, cancellations, and shipment releases in writing.

All orders will be confirmed in writing by the next business day. Please review your confirmation upon receipt to verify the accuracy of all details.

Out of stock material will be noted on your confirmation. Please note that all items shipped per our confirmation are subject to a 25% restocking fee.

HOLD ORDERS

Hold orders are valid for 7 days. After the 7th day, the order will be canceled without notice. Sales orders that are more than 30 days old will require a 50% deposit or are subject to cancellation, as we are physically reserving the material for you thereby making it unavailable for sale to other clients. Special orders are non-cancelable and non-returnable. Pre-paid customers require a 50% deposit to be paid prior to their special order being placed.

PAYMENT TERMS

Payment is due at the time of shipment unless credit terms have been arranged. If you have any question about your terms or payment, please contact your Customer Service Representative and they will assist you.

SALES TERMS AND CONDITIONS

All sales made to Palazzo Tile and Stone customers are subject to the following terms and conditions. These terms shall apply to sales of all products featured in our current catalog and price lists, in addition to any special order unless otherwise committed to in writing in advance.

ORDERING PROCESS

To order products from Palazzo Tile and Stone, please contact our Customer Service Department located in Anaheim, CA. Visit our website for further information: www.palazzotile.com

Always verify inventory is available with Customer Service prior to ordering or by way of our website.

All orders for product will be processed within 1 business day after receipt of a complete purchase order, providing the material ordered is in stock.

- Customer must request and receive written confirmation from Customer Service
- Customer's account must be current and in good standing before a sales order can be released for processing.
- The color and variation of our products have been represented in our catalog as accurately as possible. Due to the nature of photography, printing, and the variation found in tile, there may be some variation to the actual product.

PRICING

Please refer to our most current price list and contact Customer Service or your Territory Manager with any questions.

CONDITIONS OF SALE

Palazzo Tile and Stone Inc. does not warrant any product for any specific use nor any installation procedure or maintenance practice.

Palazzo Tile and Stone Inc. reserves the right to change prices, product offering, or terms and conditions without notice.

Customers are responsible to inspect material and ensure all items have been received in proper condition immediately upon receipt of order.

SALES TERMS AND CONDITIONS (CONTINUED)

Customers are responsible to understand the product installation requirements pertaining to the specific installation situation. palazzo Tile and Stone is unable to provide assistance or guidance to this regard. Information for specific requirements can be attained from the Marble Institute of America or the Ceramic Tile Council. Choose your installer with care and ensure they are adhering to industry standards for their installation methods. Palazzo Tile and Stone will not accept claims for defective product as a result of incorrect or substandard installation.

Installation constitutes acceptance. No credits or returns will be authorized for installed merchandise.

RETURNS

If material needs to be returned for any reason, a Return Material Authorization (RMA) must be obtained from Customer Service. Prior authorization must be obtained before returning any material.

- Palazzo Tile and Stone Inc. will not accept any merchandise returns freight collect.
- All returns must be received in the condition they were sent. Credit will not be issued for damaged or used merchandise.
- Damaged freight should be handled by the customer via freight claim with the customer's carrier unless the product is shipped freight prepaid.
- Returns on orders older than 30 days will not be accepted.
- Cancellations or returns of special orders will not be accepted.
- All returns are subject to a 25% restocking fee.

FREIGHT TERMS AND RESPONSIBILITIES

Standard freight terms are FOB shipping point (origin), freight collect. All other terms must be negotiated and approved prior to shipment of order. For all freight collect, prepaid, or otherwise negotiated shipments, title and control of goods passes to the buyer when carrier signs for goods at shipping point.

All shipped orders require that the buyer file the freight claim for any product received with transit damage or any shortage unless the product is shipped freight collect.

MARKETING MATERIALS

Please call or contact your Territory Manager or visit our website for current offerings.

SAMPLE PROCEDURES

Please contact your Territory Manager or Customer Service for details of our free sample program.

Full size samples are also available upon request. A sample discount of 20% off. A purchase order is required for all sample requests.

Product for showroom displays is also available at a special discount rate. Please contact Sales for more information.

You must include your UPS account information, PO number, and complete shipping address for your order to be shipped.

Email sample requests to:
sales@palazzotile.com

GENERAL INFORMATION

It is the responsibility of the customer to ensure that products are blended properly to meet expectations. Any concerns should be addressed prior to installation.

Select the installer or fabricator with consideration and care. It is recommended to request referrals before making decisions. Be sure that the installer completely understands the scope of work and any special procedures that may be required. It is very important that installers and fabricators have specific experience with the specific material used in the installation. It is also recommended that the customer supervise the installation of any of our products. Please be sure that all products are inspected prior to installation and any product issues are resolved prior to installation.

It is extremely important that the substrate beneath, and pertaining to, shower walls and floors has a waterproof membrane system installed properly prior to the installation of these products. Any damage to a product will be a result of outside forces such as moisture.

No claims will be accepted as a result of any installation that does not have a waterproof membrane system. It is the responsibility of the customer and installer to ensure that the proper moisture barrier system is in place.

Cleaners that contain harsh abrasives should be avoided.

NO CLAIMS AFTER INSTALLATION

- Must use moisture-sensitive thin-set for all white marble, all limestone, and cement products to prevent water stains, or bleeding. Water must be clean. Use premium white thin-set otherwise.
- Must open all the boxes and dry lay all the material to blend in before installation for customer approval.
- Extra material must be ordered for waste, cuts, and material selection. We recommend a minimum of 10% for regular cuts and as much as 30% for diagonal cuts.
- Natural stone color, veining, and character varies. Samples represent only general characteristics of the quarry. There is a variation from shipment to shipment and within each shipment.
- Natural stone is a product of nature and it may have minor imperfections, pits, holes, fill, etc. These are considered inherent characteristics of natural stone.
- If the job requires more than one crate, it is the buyers responsibility to blend the crates to make sure it will be accepted by your client.
- Natural stone is a product of nature and it may have minor imperfections, pits, holes, fill, etc. These are considered inherent characteristics of natural stone.
- Must use grout release or sealer before grouting.
- At least a 1/8" joint in all installations is recommended to prevent expansion and contracting.