



Red Rock Tileworks Specs, Terms, & Conditions

Payment Terms

All customers must prepay any remaining balances owed over \$3,000 before orders are shipped. Any disputed amounts should be reported immediately and remitted with the undisputed amount by the payment due date. All billing disputes must be made within thirty (30) days of the applicable invoice date, or will be deemed to be waived. Balances remaining unpaid at the due date are subject, at the sole discretion of Red Rock Tileworks to the assessment of late fees applied at the rate of 1.5% per month, or the highest rate permitted by law, whichever is lower, until paid. Red Rock Tileworks accepts check, money order, and all major credit cards with the addition of a 4% convenience fee.

Orders

Please fax or email your orders to Red Rock Tileworks at 888-348-8462 or purchasing@redrocktileworks.com. Once orders are glazed they cannot be cancelled. Due to the nature of ceramic glazes, each order should be carefully calculated to insure the proper quantity is ordered for the installation. We recommend ordering 10% overage.

Lead Times & Shipping

Orders are shipped FOB Nashville, TN. All of our products are made to order. Most orders ship within 4 weeks. Match and custom orders require longer lead times. Cancellations are not allowed once orders have been glazed. Inquire when ordering for approximate shipping date. Orders large enough for shipment by pallet shall be charged a pallet fee of \$30.00 plus freight. Smaller parcel orders are subject to handling charges determined by box weight.

Claims

Any product sold or provided by Red Rock Tileworks shall be deemed accepted by Buyer upon delivery. Claims for damage, shortage or errors in shipping must be recorded on the original receiving documents and reported within three business days following delivery to Buyer. If buyer requests expedited shipping, the cost difference shall be invoiced to the customer.

Inspection & Installation

Always inspect your tiles before they are installed, as installation constitutes an irrevocable acceptance of the product. Any questions as to acceptability must be resolved prior to installation. We recommend that our tiles be laid out prior to installation to allow for blending of color range by an experienced crafts person. Because the purchase of Red Rock Tileworks for your home or commercial project represents a significant investment, proper installation is critical. To help ensure a successful installation please follow the guidelines provided by the Tile Council of America.

Return & Exchanges

It is the customer's responsibility to check the material for any breakage or defects. Returns are only accepted should the product be defective due to the manufacturing process. Any defects must be reported in writing within 30 days of receipt of the product, and a sample of the product sent to Red Rock Tileworks for inspection. No claims for defective tile will be accepted after installation, regardless of the nature of the defect.

Project Registration

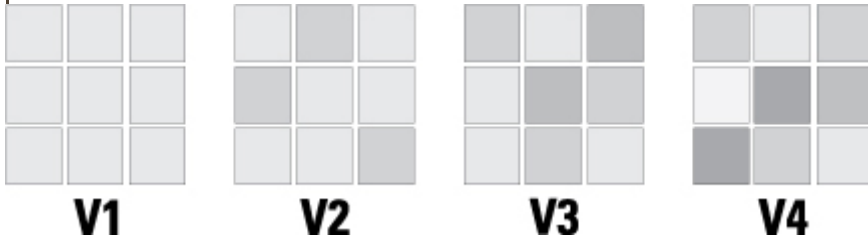
It is Red Rock Tileworks goal to provide our customers beautiful handmade tile in a competitive market. We take care and pride in selecting dealers in strategic locations. Occasionally the end user will try to "shop" our products. We understand the investment that each of our dealers has made to promote our products through samples, project design, and material selection. It is our goal to protect your investment. While it is not economical for Red Rock Tileworks to register every prospective customer, we do feel the need to offer project registration for orders exceeding \$10,000 wholesale. We particularly recommend product registration for large commercial projects. Product Registration forms are available and must be completed and confirmed by Red Rock Tileworks with a product registration number. Confirmed project registration is valid for 6 months.

Variation & Handcrafted Characteristics

While industrial tile-making stresses the reproduction of tiles with glazes so consistent that one tile is virtually indistinguishable from another, creating artisan tiles (while still striving for a certain amount of consistency) celebrates the natural properties and the unpredictable nature of the clay and the glaze. Though the “serendipity” of the process is often a source of frustration, it also can lead to the discovery of new textures and colors which can become new products in themselves.

A second - and equally important - difference between artisan and mass-produced tiles is the nature of the artisan. More than just a craftsman, each artisan seeks to impart in their creations a bit of their unique personality. Today, a half a century after the rebirth of the American artisan tile movement, there are a great many companies producing interesting, innovative designs - each a reflection of the artisans who create them. Shape, texture, color, and size variation are inherent characteristics of handcrafted tile. Once properly installed, the beauty of this handcrafted tile is enhanced by such variation.

What does V1, V2, V3 & V4 mean?



Shade variation is inherent in all tile products, including man-made tiles such as porcelain, glass & ceramic. Shade and texture will vary significantly from piece to piece to within production runs. V1 shade variation has little or no change from piece to piece where a V4 will have a large variety of color and/or texture changes. Prior to any installation, a range of tiles should be approved by the customer. No claims for shade or texture variation will be honored after installation. Please note shades of color are seen differently on computer monitors and therefore customers should request a sample before making a final selection or purchase.

Custom Color & Shapes

Please inquire about our custom match colors and custom design services. Standard whites and almonds supplied by national tile manufacturers are also available.

Crackle Glazes

Because crackle glazes are prone to absorbing stains, crackle glaze tile should not be used as kitchen counter surfaces. Any installation of crackle glaze tile should be sealed with a penetrating sealer prior to grouting. In areas that experience regular moisture, such as showers, resealing crackle glazes is a necessary maintenance procedure. This procedure does not affect the quality or appearance of the tile surface. Please note that unsealed crackle tile will stain.

Continuing Care And Cleaning Recommendations

Ceramic tile is a relatively maintenance-free product that requires little continuing care beyond regular cleaning. Most cleaning can be done with a damp cloth and a gentle non-acidic soap. More resistant staining such as calcium spotting and soap scum can be handled using specially designed cleaning products such as Miracle Sealants Mira Clean I product. Other manufacturers such as Stone Tech also offer products specially formulated for ceramic tile care. Take care to avoid “over the counter” ceramic tile cleaners that contain phosphoric and glycolic acids that could etch some ceramic tile surfaces.

Catalog Representation

In the preparation of our catalog we have tried to be as accurate as possible in reproducing the colors of our tile designs. Nevertheless, there are inherent limitations associated with the photographic and printing processes. The tiles featured may vary in color, shade, and surface from actual tiles. Always contact Red Rock Tileworks for current samples before ordering.