

Sales & Returns Policy

- 20% deposit secures your order, with remaining balance settled prior to delivery. Orders not despatched within 3 months of required date are to be paid in full to reserve stock at current pricing.
- Special order products require full payment at time of order and are non-refundable. Your sales consultant will highlight these items to you at time of sale.
- Tile purchases are non-returnable; we therefore recommend you pay particular attention to:
 - Tile variation – shade and texture can vary from batch to batch and may not always be identical to tiles on display.
 - Measurements – we strongly advise you check measurements and layout of tiles with your installer to ensure correct quantities.
- Please check your delivery within 48 hrs to ensure correct items and completeness. In the event of discrepancy please contact your sales consultant/branch. We are unable to accept any liability for installed product, therefore, before installation please make sure your items are free from defect and match your choice (including shade and texture of tiles)
- Our policy is to accept returns under the following conditions:
 - Within three weeks of collection or delivery
 - Items are unused, in original packaging and suitable for re-sale
 - Accompanied with proof of purchase and reason for return
 - Restocking charge applied at appropriate rate

Your statutory rights are not affected

Thank you for your custom