

## GENERAL CONDITIONS OF SALE

### **ORDER ACCEPTANCE**

All special orders require a 50% non-refundable deposit at time of order. There is no guarantee of shade or caliber. Balances are due on delivery, or due according to terms set for established account customers.

Sale of discounted material is final without guarantee of shade or caliber uniformity.

Any materials that are transferred in from another branch by customer request must be picked up or a 15% restocking fee will be charged.

### **PAYMENT TERMS**

Terms are Cash-On-Delivery or, for established accounts, Net 15th of the following month.

Overdue accounts are subject to interest charges of 1.5% per month (19.6% per annum).

DP Tile and Stone Ltd. reserves the right to cancel credit privileges at any time. Customers whose account fall 60 days past due will have all credit privileges suspended until their account is completely paid in full.

### **DELIVERY TERMS**

DP Tile and Stone IS unable to provide customer with specific delivery time.

Delivery/courier charges will be charged to the customer.

### **HOLDING MATERIAL**

Stock may be put on hold for 24 hours only, after which it will return to inventory for sale. In order to hold materials for longer periods, payment in full is required, or as per regular terms set for established account customers.

### **RETURNED MATERIALS**

An RMA (Return Material Authorization) is required prior to material returns.

Only current stock in full, unopened boxes are accepted for return.

No materials will be accepted for return after 60 days from date of purchase.

No materials will be accepted for return on factory direct orders, special orders, powder or liquid products, sale or discontinued items, or materials made to order.

DP Tile and Stone is under no obligation to accept the cancellation of any special order items.

No returns of natural stone that have been selected through.

All returns must have prior consent by your sales representative

No returns are permitted unless agreed upon by DP Tile and Stone Ltd.

All returns must be freight prepaid, in resalable condition, have original invoice numbers attached to receive credit.

A minimum 15% restocking fee will be charged for all returns.

### **FREIGHT CLAIMS**

DP Tile and Stone will not accept any damage claims once a third-party carrier has received the goods. Please note tile installers are considered a third party.

Claims of damage, loss, delay or shortage must be delivered to the carrier by the customer.

Claims of order shortage must be directed to DP tile and Stone Ltd. within ten days of shipment.

### **PRODUCT CLAIMS**

Please verify that your order confirmation is correct. Variation in shade, color, and size are inherent of all burnt clay materials, and glazed tile is subject to crazing, and are not grounds for claim once installed. Furthermore, variations in shade, size and finish can vary from a previous shipment or from sample boards DP Tile and Stone may have previously distributed.