



Terms and Conditions of Sale

Handmade Means

- slight variations in the tile shape and thickness are possible
- slight variations in color from shipment to shipment are possible
- variation from artist to artist

These variations add character and charm.

Quantities, Variations & Uniformity

Dutch Tile Inc. is willing to assist in the estimation of the number of tiles needed, but responsibility for final quantities rests with the customer. We recommend working with a designer, architect, or tile installer for the most accurate calculations. We strongly suggest that you count each tile that you expect to cut as a whole tile when you tabulate your order. Adding 10 to 12% extra to your order is also advisable, as it is better to have a few tiles leftover than not enough when working with custom-made in Holland with significant lead times.

Lead Time:

Production time depends on the workload at the workshop in Holland. We recommend placing your order as far in advance as possible. Dutch Tile Inc. is not liable for any delay in delivery due to causes beyond our control, including: Acts of God, governmental bodies (i.e. U.S. Customs), delays in production or shipping or delivery delays caused by strikes, accidents or weather.

Payment and Terms:

- A deposit of 50% of tile cost is required to place an order.
- The Balance Due is required before shipment to the final destination.
- Customized Tile Orders require Payment in Full to place an order.



Inspection upon Receipt of Delivery:

All orders must be inspected immediately upon receipt for accuracy of contents including quality, color and quantity. If the shipment has been damaged in transit Dutch Tile Inc. must be contacted within 5 days to initiate a claim. All claims must be reported to both info@dutchtile.com and 860-567-1350. All broken materials and original packaging must be kept and notations must be made if any visible damage to the cartons. Photographs are essential to the claims process.

In all cases, the customer or customer's representative should inspect the tile well before installation. Dutch Tile Inc. is not responsible for the installation of the materials. Installation constitutes absolute acceptance of the product.

Returns:

Once an order has been submitted to the workshop, the merchandise is made to the customer's specifications. No order will be submitted until the 50% Deposit has been paid. If an order is cancelled after submission to the workshop, the deposit is non-refundable. Orders cannot be returned and are non-refundable.

All tiles are sold F.O.B. Litchfield, CT. Freight charges incurred to ship the order to the customer's designated destination will be included separately on the invoice and will not be refunded.