

Returns & Refunds

When placing your order, double-check that all the information is correct, including quantities and descriptions. Once tiles are delivered make sure they are correct before installation. Our friendly team are always ready to help you.

✓ SPECIAL ORDERS

Some items that are not regularly stocked are known as "Special Orders". These tiles do not form part of our core range and therefore have special conditions attached. We ask that you take extra consideration before placing an order for any specially ordered goods. Any special order cannot be canceled once the order is filled, and cannot be returned for a refund, store credit, or exchange.

✓ FAULTY GOODS / DAMAGED IN TRANSIT

Any products from our store can be returned for a full refund or swapped out if deemed Faulty by the manufacturer. Damaged goods from Company transport must be returned for either a refund or replacement. Be sure to check your tiles before installation. There is nothing we can do if the tiles have been installed. Proof of purchase must be presented for any claim.

✓ CHANGED MY MIND

If you change your mind and wish to return part or all of your order, we will in most instances accept a return for a refund. Tiles must be in unopened boxes and in saleable conditions in the current batch. This does not apply to "Special Orders", Clearance Items, or discontinued goods. There is nothing we can do if the tiles have been installed, so check your tiles before installation. Proof of purchase must be presented for any claim.

A 20% Restocking fee will apply to recover costs of handling and administration. Additional costs for return transport will be deducted from the refund. Any original delivery costs if applicable cannot be refunded if you change your mind.

✓ RETURNS OF UNUSED TILES

Any tile from our store can be returned for a full refund or swapped out if you have surplus tiles leftover. Tiles must be in unopened boxes and in saleable condition in the current batch. This does not apply to "Special Orders", Clearance Items, or discontinued goods. A 20% restocking fee is deducted to cover the costs of returning goods back into stock and administration. Proof of purchase must be presented for any claim.

This does not apply to Special Orders, Clearance Items, or discontinued goods.

✓ CANCELLATION

You may cancel your order with ***no questions asked*** within a 1 working day cooling-off period and receive a Refund in Full if goods have not been prepared. This does not apply to Clearance & Discontinued Items only.

After a 7 day period, if you do not proceed with your order, a handling charge of no more than 20% will be charged, or the booking deposit will be forfeited. This does not apply to "Special Orders", Clearance Items, or discontinued goods. Proof of purchase must be presented for any claim.

✓ TILE PATTERNS (FACES)

Many modern tile productions are made with multiple patterns, sometimes known as "Faces" and are sold as such. If you do not like a particular pattern advise your tiler to not install it. However, we cannot accept any return or replacement as this is not considered a defective product.

✓ ONLINE ORDERS

Refer to special conditions in our Online Shop regarding orders placed online.