

TILE AMERICA

DEPOSITS & RETURNS POLICY

Please review all Tile America policies thoroughly before placing your order. Many of our products have unique characteristics that affect deposits and returns. Tile, natural stone, and setting materials are subject to unique lot, variation, and freight requirements.

DEPOSITS & ORDER PLACEMENT POLICY

Deposit Requirement: A minimum **50% deposit** is required on all orders to initiate processing and reserve material.

Cancellations or Changes: Any changes to orders, including cancellation, may be subject to the loss of all or part of your deposit.

Order Quantities & Measurements: Our professionals are glad to help estimate project requirements based on plans or dimensions provided by our customers. However, because field and installation conditions vary, **please have your contractor or installer verify all final measurements and estimate waste quantities before ordering products.** Tile America does not accept responsibility or financial liability for incorrect quantities.

RETURNS POLICY

Returns will only be considered within 30 days of purchase. All returns must be authorized by Tile America. Returned material must be unused; in its original, unopened, and undamaged packaging; and pass a quality inspection. Customers are responsible for all return-related costs, including any applicable freight, handling, and restocking fees. To accept returns on eligible items, the following conditions must be met:

CONNECTICUT STOCK MATERIAL

Tile and Stone Products: Items must be stocked products currently maintained in our local Connecticut inventory and purchased within the past 30 days.

Grout, Thinset, & Mortars: Items must not be expired. Because environmental factors such as moisture and extreme temperatures directly affect product performance and shelf life, all setting material returns require physical inspection.

SPECIAL ORDERS

Special order products cannot be canceled or returned.