

## BEFORE YOU BUY

Following are some Important Facts that you must consider before purchasing your tiles:

### 1 Check Tile Quantities

Although Italia Ceramics may have assisted in preparation of quantities for material, all quantities must be checked by a contractor or installer. Any additions or changes to the order could delay the dispatch date and may result in shade variation.

### 2 Checking of Goods

It is the responsibility of the Buyer to ensure that they (the Buyer), its tiler or builder check tiles before laying them.

#### 2.1 Prior to laying the Buyer, tiler or builder must:

- 2.1.1 Inspect the tiles for any defect,
- 2.1.2 Check that the tiles delivered to site are the correct quantity, colour, shade and size as ordered or selected,
- 2.1.3 Check that the shades are consistent through the batch delivered,
- 2.1.4 Ensure that there are enough tiles on site for the project. If not, order more of the same batch (tonality) before tiling commences to avoid problems with quantities, colour and shades,
- 2.1.5 Check suitability of adhesive, sealant, grout and waterproofing,
- 2.1.6 Ensure that the base upon which the tiles are to be laid has been correctly prepared.

#### 2.2 It is the responsibility of the Buyer to ensure that during tile laying they (the Buyer), its tiler or builder:

- 2.2.1 Inspect the tiles for any defect,
- 2.2.2 Mix tiles from several boxes to ensure optimal 'blending' of any inherent shade variation,
- 2.2.3 Always clean any adhesive, grout and wax from the surface of tiles,
- 2.2.4 Ensure that any polished or honed porcelain tiles or natural stone are thoroughly cleaned and then sealed if required.

### 3 Warning - Laying of Tiles

DO NOT LAY TILES if there is any concern regarding quality, size, colour, shade or variation of the batch on site and the Buyer should contact Italia Ceramics immediately on +61 (08) 83362366 if any problems exist. Installation constitutes acceptance of the product

### 4 Tile & Stone Care and Maintenance

Tiles and Stone surfaces require a certain level of ongoing care and maintenance. Refer to the "Care & Maintenance" section at [www.italiaceramics.com.au](http://www.italiaceramics.com.au) for further information on caring for and maintaining your tile and stone surface.

### 5 Inherent Characteristics of tile & stone

- 5.1 Craze and shade variations, texture, composition, glazing, variations in colour, grain structure, occasional pitting and veining and other features are an inherent characteristic of all ceramic/ porcelain and/or fired clay products and/or composite products and/or glass products and/or natural stone products.
- 5.2 Goods are often prepared in different batches and batches can vary between them.
- 5.3 The Buyer acknowledges that prior to the laying of the Goods and/or the installation of Goods the purchaser conducted a thorough and complete inspection of the Goods including batch by batch and as a consequence no warranty or representation in respect of the Goods relating to crazing, texture, composition, glazing, shade variations, pitting, veining and other inherent characteristics or features of the products is given whether expressly or implied.
- 5.4 Products sold as "2nds" may be imperfect or damaged and no warranty as to quality or fitness for any purpose is given or to be implied

### 6 Samples

- 6.1 There is no sale by sample.
- 6.2 Samples where given or displayed are indicative only i.e. show the type and general appearance of the product only, and all of the Goods must be examined by the Buyer thoroughly immediately upon delivery.

### 7 Polished Porcelain - OPTICAL HAZING

An inherent characteristic called "Optical Hazing" can occur with polished porcelain tiles (please refer to attached pdf sheet for more information).