

OLD PORT SPECIALTY TILE CO^o

A DIVISION OF CAPOZZA TILE CO., INC

General Policies and Disclaimers

GENERAL ORDERING INFORMATION FOR OLD PORT SPECIALTY TILE (OPST):

- Materials will be ordered upon receipt of approved estimate and payment (payment policy below).
- Pricing is good for thirty (30) days based on the date at the BOTTOM of the estimate. Due to current market volatility, OPST reserves the right to confirm pricing prior to taking a deposit.
- Thoroughly review estimate to confirm products, colors, sizes, thicknesses, and scope of work. Present any questions or changes prior to approval. OPST cannot be liable for inaccuracies when clearly presented on the estimate.

PAYMENT POLICY

- Orders less than \$1000 will require payment in full.
- Orders over \$1000 require a 65% deposit, with balance due upon material arrival into our warehouse.
- Product shipped directly to customer must be paid in full at time of purchase.
- Orders with installation will require a 65% deposit and materials will be billed for upon receipt into our warehouse.
- Installation projects extending over one month from start of installation will be billed monthly as labor to date (Terms NET 10).
- OPST, in their sole discretion, may require either a deposit or payment in full in connection with an order. Custom orders will be subject to the terms and conditions of the vendor/manufacturer.

RETURN POLICY

- **Merchandise returns must be authorized by a company manager within 30 days of receipt of product to our warehouse and is refunded at the purchase price less a 30% restock fee and any freight charges back to the supplier.**
- Only full, un-opened packages of material may be returned.
- **SALES OF SPECIAL-ORDER AND CUSTOM-MADE PRODUCTS ARE FINAL AND NON-REFUNDABLE.**

QUANTITIES

- OPST will provide an estimate based on client supplied measurements and information.
- Standard practice is to include 10%-15% overage on tile based on specifics of materials and installation.
- OPST will not guarantee quantities when not providing installation. Please have your installer provide final quantities prior to ordering.
- If OPST is providing installation, a site visit may take place to confirm conditions and measurements.

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▫ 5%-10% of leftover “Attic Stock” is standard, and OPST recommends keeping materials to ensure a good match for any future repairs, due to discontinued products and lot variation.

PRODUCTS

- OPST products may vary in color and texture. These are intrinsic qualities and cannot be controlled.
- All tile sizing is nominal and physical sizes may differ from descriptive sizes.
- OPST is not responsible for perceived differences of product photos due to variations in cameras, screens or monitors, and printers.
- Questions of acceptability regarding color, size or finish quality must be addressed within 30 days of receipt of materials to warehouse and prior to installation.
- **ABSOLUTELY NO CLAIMS OF INCORRECT PRODUCT WILL BE ENTERTAINED ONCE MATERIAL IS INSTALLED. INSTALLATION CONSTITUES ACCEPTANCE.**

HANDMADE TILE

- No two pieces of handmade tile are alike. This variation is a natural and expected characteristic of handmade tile and OPST cannot guarantee an exact match of any showroom sample to the final order.
- No ceramic tile is guaranteed against crazing. Crazing is when the fired glaze develops crackles over time due to environmental fluctuations. This is not a defect.

NATURAL STONE

- No two pieces of stone tile are alike. This variation is a natural and expected characteristic of stone tile and OPST cannot guarantee an exact match of any showroom sample to the final order.
- Lot photos are provided to show general characteristics only.
- Natural Stone is porous and normal maintenance should include periodic re-sealing. Please refer to the “Care and Maintenance” documents at oldporttile.com for further information.

SOCIAL MEDIA DISCLAIMER

- OPST does utilize social media platforms including, but not limited to, Facebook, Houzz, and Instagram for marketing.
- In-progress and finished work photos and/or videos that feature projects and products from OPST may be posted on social media.
- OPST will not share any identifying information, such as location/address, contact information or names.
- **PLEASE INFORM AN OPST ASSOCIATE IF YOU WOULD PREFER NOT TO HAVE ANY IMAGES OF YOUR PROJECT, AT ANY STAGE, USED ON SOCIAL MEDIA.**