

TERMS OF TRADE – PLEASE READ

You must inspect tiles and other flooring product before installation & ensure you have enough to complete your project.

NO CLAIMS AFTER INSTALLATION - Ceramic tiles are a natural product and some variation can be expected in shade, size and finish. Prior to installation we can adjust, exchange or correct, but once they are installed we cannot and our liability then is only for the technical performance of the tile. This does not affect your rights under Consumer Guarantees Act or Fair Trading Act. Installation constitutes aesthetic acceptance of the goods. We strongly recommend you dry lay 3 to 4m² of material on the ground, taking tiles from several boxes and check that they comply with what was ordered and are compatible if mixing sizes.

DAMAGED ITEMS - Within 72 hours of delivery, please check your order for damages and notify your nearest store should there any breakages that have occurred during delivery. We may ask for photos and will arrange for replacements to be provided at our expense.

INCORRECTLY SUPPLIED ORDERS – Verify that the goods are as selected and that shade, sizing and grading are acceptable. Note that with tiles being a natural product, some variation in shade, sizing and grading can be expected.

FAULTY GOODS - If you believe there is a fault with any product supplied, please advise us as soon as possible so that we may investigate further. In the event the product is proven to be faulty, we will meet our obligations under the Consumer Guarantees Act and will arrange for replacements to be provided (including freight) at our expense.

RETURNS & EXCHANGES - You may cancel or change your flooring order within 30 days from date of dispatch from our distribution centre providing the batch is still current within our warehouse. Only full undamaged boxes in saleable condition accompanied by original purchase invoice will be accepted. Unopened trade product must be returned to store where purchased within 30 days of invoice. Please note the following conditions and exceptions:

Returns:

Flooring product should be returned to one of our retail stores or our East Tamaki (Auckland) distribution centre, with freight costs associated with the return of goods being at the customer's expense. In the event you decide to cancel your order, we will refund on the same payment method for the purchase, less a 20% handling and restocking fee.

Exchanges:

Should you decide to select an alternative Tile Depot product, we will provide a credit for you to use against reselection of another product. Goods should be returned to one of our retail stores or our East Tamaki (Auckland) distribution centre, with freight costs associated with the return of goods being at the customer's expense. A handling and restocking fee up to 20% may apply. Refund or Credit will be processed only after safe return, so please ensure the goods are packed and strapped on a pallet for safe freight.

Note – Special ordered items, any Sale Offers, Clearance Lines and Promotional items are not available for return or exchanged unless goods are faulty or incorrectly supplied. This does not affect or limit your rights under New Zealand Consumer Guarantee Act 1993 or New Zealand Fair Trading Act 1986.

Bathroomware:

Custom-made and made-to-order bathroomware cannot be returned, unless faulty. All other bathroomware may be returned within 14 days from date of invoice. As bathroomware is generally ordered in, any freight costs associated with the return of goods to our suppliers depot is at the customers expense. Any return or exchange will attract a 20% handling and restocking fee. Credit will be processed upon safe return to our suppliers depot. This does not affect or limit your rights under New Zealand Consumer Guarantee Act 1993 or New Zealand Fair Trading Act 1986.

QUANTITIES - It is your responsibility to ensure you have enough tiles to complete your area. The installer is the best person to confirm this. We cannot guarantee further supply of the same batch.

ESTIMATES – Quantities calculated from plans or measurements given are our best estimate only and should be verified by an onsite measurement before laying commences.

GRADING- Unless otherwise stated, all our tiles are 1st grade and as such should comply with the technical requirements and tolerances prescribed by ISO 13006. ISO 13006 outlines the variances customers may expect to dimension, appearance and surface.

10 YEAR GUARANTEE- In the event of latent defects in the product caused by improper manufacturing, we will replace any defective product provided we are notified in writing within 10 years of installation, accompanied by proof of purchase. 10 year guarantee also applies to any replacement product supplied under previous claim. This guarantee does not extend to defects or excessive wearing caused by abuse, misuse, faulty installation, or cleaning with abrasive or corrosive cleaners. Bathware guarantee as per manufacturers specifications.

SIZES - Nominal sizes are indicated, but actual sizes may differ between batches and suppliers in accordance with industry tolerances. We recommend you check before tiling commences.

SHADING – Will vary with every batch, and the instore sample may differ from the product delivered in accordance with industry tolerances. We recommend you check before tiling commences.

INSTALLERS – If required we can provide contacts with tradesmen, but we have no control over their workmanship and recommend that you seek references or inspect a current job.

STORAGE – Our space is very limited so please uplift your order within 5 days of being advised order is ready for collection.

INDENT OR BUY IN ORDERS - A non-refundable minimum 50% deposit is required on orders where stock has been purchased specifically for your project needs. Any balance is payable on arrival of your order.